



## Public Service Commission of South Carolina Tariff Summary Sheet as of March 31, 2010

Matrix Telecom, Inc. d/b/a Matrix Business Technologies d/b/a Trinsic Communications

Tariff Service: Local

This document is the complete version of the tariff on file and contains the following approved revisions. Detailed information is available for each revision on the Commission's E Tariff website (<http://etariff.psc.sc.gov>).

Revision	Date Filed	Effective Date	# of Pages
E2010-77	3/25/10	3/31/10	16
<u>Summary:</u> Increases various rates.			
E2008-214	7/24/08	8/1/08	10
<u>Summary:</u> Removes Member to member Services and all references to Member to Member services			
E2008-25	2/13/08	2/21/08	3
<u>Summary:</u> Adding Prorating Language			
E2008-16	1/29/08	2/3/08	12
<u>Summary:</u> Increases various Trinsic products by one dollar			
E2007-212	12/13/07	1/30/08	139
<u>Summary:</u> Prepared edits to various sections in tariff per request of Tom Allen.			

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COMPETITIVE LOCAL SERVICES

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RULES, REGULATIONS, AND  
SCHEDULE OF RATES AND CHARGES  
APPLICABLE TO END USER

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES TARIFF

OF

**Matrix Telecom, Inc. d/b/a Matrix Business Technologies  
also d/b/a Trinsic Communications**

(T)

WITHIN THE STATE OF SOUTH CAROLINA

This tariff contains the descriptions, regulations, and rates applicable to the provision of local exchange telecommunications services provided by Matrix Telecom, Inc. d/b/a Matrix Business Technologies also d/b/a Trinsic Communications with principal offices at 7171 Forest Lane, Suite 700, Dallas, Texas 75230 for services furnished within the State of South Carolina. This tariff is on file with the South Carolina Public Service Commission, and copies may be inspected, during normal business hours, at the Company's principal place of business.

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Issued by:

Scott Klopach  
Vice President of Regulatory Affairs and General Counsel  
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## CHECK SHEET

Pages of this tariff are effective as of the date shown at the bottom of the respective page(s). Original and revised pages as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

Section	Page	Revision		Section	Page	Revision	Section	Page	Revision
	Title	1 <sup>st</sup> Rev.		2	16	Original	4	3	1 <sup>st</sup> Rev.
Preface	1	Original		2	17	Original	4	4	Original
Preface	2	6 <sup>th</sup> Rev.	*	2	18	Original	4	5	1 <sup>st</sup> Rev. *
Preface	3	4 <sup>th</sup> Rev.	*	2	19	Original	4	6	Original
Preface	4	Original		2	20	Original	4	7	Original
Preface	5	1 <sup>st</sup> Rev.		2	21	Original	4	8	1 <sup>st</sup> Rev. *
Preface	6	Original		2	22	Original	4	9	Original
1	1	Original		2	23	Original	4	10	Original
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1	3	Original		2	25	Original	4	12	Original
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2	1	Original		2	28	Original	4	15	Original
2	2	Original		2	29	Original	4	16	1 <sup>st</sup> Rev.
2	3	Original		2	30	Original	4	17	Original
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2	13	Original		4	1	Original	5	4	Original
2	14	Original		4	2	Original	6	1	3 <sup>rd</sup> Rev. *
2	15	Original							

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**CHECK SHEET, (CONT'D.)**

Section	Page	Revision	Section	Page	Revision
6	2	2 <sup>nd</sup> Rev.	* 7	1	Original
6	3	1 <sup>st</sup> Rev.	7	2	1 <sup>st</sup> Rev.
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6	5	1 <sup>st</sup> Rev.	7	4	Original
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6	19	3 <sup>rd</sup> Rev.	* 7	19	Original
6	20	3 <sup>rd</sup> Rev.	* 7	20	Original
6	21	3 <sup>rd</sup> Rev.	* 7	21	Original
6	22	3 <sup>rd</sup> Rev.	*		
6	23	1 <sup>st</sup> Rev.			
6	24	1 <sup>st</sup> Rev.			
6	25	Original			
6	26	Original			
6	27	Original			
6	28	Original			
6	29	2 <sup>nd</sup> Rev.	*		
6	30	Original			
6	31	Original			

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**EXPLANATION OF SYMBOLS, REFERENCE  
MARKS, AND ABBREVIATIONS OF TECHNICAL  
TERMS USED IN THIS TARIFF**

The following symbols shall be used in this tariff for the purpose indicated below:

- (C) To signify changed regulation.
- (D) To signify discontinued rate or regulation.
- (I) To signify increased rate.
- (M) To signify a move in the location of text.
- (N) To signify new rate or regulation.
- (R) To signify reduced rate.
- (S) To signify reissued matter.
- (T) To signify a change in text but no change in rate or regulation.

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**APPLICATION OF TARIFF**

This tariff contains the regulations, rates and charges applicable to the provision of competitive local telecommunications services by **Matrix Telecom, Inc. d/b/a Matrix Business Technologies also d/b/a Trinsic Communications** for the use of Customers in transmitting messages within the State of South Carolina, subject to the jurisdiction of the South Carolina Public Service Commission ("Commission"). Services include, but are not limited to resold and facilities-based voice services within the State of South Carolina. Matrix's services are furnished subject to the availability of facilities and subject to the terms and conditions of this Tariff.

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The rates and regulations contained in this Tariff apply only to the services furnished by Matrix and do not apply, unless otherwise specified, to the lines, facilities, or services provided by a local exchange telephone company or other common carrier for use in accessing the services of Carrier.

This tariff is on file with the South Carolina Public Service Commission. In addition, this tariff is available for review at the main office of **Matrix Telecom, Inc. d/b/a Matrix Business Technologies also d/b/a Trinsic Communications** at 7171 Forest Lane, Suite 700, Dallas, Texas 75230.

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## TARIFF FORMAT

- A. Page Numbering - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 14 and 15 would be 14.1.
- B. Page Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th revised Page 14 cancels the 3rd revised Page 14. Because of various suspension periods, deferrals, etc., the most current page number on file with the Commission is not always the tariff page in effect. Consult the Check Sheet for the page currently in effect.
- C. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
  - 2.1.
  - 2.1.1.
  - 2.1.1.A.
  - 2.1.1.A.1.
  - 2.1.1.A.1.(a).
  - 2.1.1.A.1.(a).I.
  - 2.1.1.A.1.(a).I.(i).
  - 2.1.1.A.1.(a).I.(i).(1).
- D. Check Sheets - When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the pages contained in the tariff, with a cross reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages.) The tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on file with the Commission.



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**SECTION 1.0 - DEFINITIONS**

**Access Line** - An arrangement from a local exchange telephone company or other common carrier, using either dedicated or switched access, which connects a Customer's location to Carrier's location or switching center.

**Account** - A Company accounting category containing up to two (2) residential local exchange access lines billed to the same Customer at the same address. The second or non-primary local exchange access line will share any call allowance of the primary local exchange access line. The second or non-primary local exchange access line therefore will not be provisioned to include a separate call allowance structure. No features are included with the second or non-primary local exchange access line.

**Account Codes** - Permits Centrex Stations and attendants to dial an account code number of up to eight digits. For use when placing calls over facilities arranged for Automatic Message Accounting (AMA) recording. The account or project number must be input prior to dialing the called number.

**Advance Payment** - Part or all of a payment required before the start of service.

**Authorization Code** - A numerical code, one or more of which may be assigned to a Customer, to enable Carrier to identify the origin of service of the Customer so it may rate and bill the call. All authorization codes shall be the sole property of Carrier and no Customer shall have any property or other right or interest in the use of any particular authorization code. Automatic numbering identification (ANI) may be used as or in connection with the authorization code.

**Authorized User** - A person, firm or corporation authorized by the Customer to be an end-user of the service of the Customer.

**Automatic Numbering Identification (ANI)** - A type of signaling provided by a local exchange telephone company which automatically identifies the local exchange line from which a call originates.

**SECTION 1.0 - DEFINITIONS, (CONT'D.)**

Commission - Public Service Commission of South Carolina

Common Carrier - An authorized company or entity providing telecommunications services to the public

Company - Matrix Telecom, Inc. d/b/a Matrix Business Technologies also d/b/a Trinsic Communications, the issuer of this tariff. (T)

Customer - The person, firm or corporation that orders service and is responsible for the payment of charges and compliance with the terms and conditions of this tariff.

Customer Premises - A location designated by the Customer for the purposes of connecting to the Company's services.

Customer Terminal Equipment - Terminal equipment provided by the Customer.

Deposit - Refers to a cash or equivalent of cash security held as a guarantee for payment of the charges.

End Office - The LEC switching system office or serving wire center where Customer station loops are terminated for purposes of interconnection to each other and/or to trunks.

Equal Access - A form of dialed access provided by local exchange companies whereby interexchange calls dialed by the Customer are automatically routed to the Company's network. Presubscribed Customers may also route interexchange calls to the Company's network by dialing an access code supplied by the Company.

Exchange Telephone Company or Telephone Company - Denotes any individual, partnership, association, joint-stock company, trust, or corporation authorized by the appropriate regulatory bodies to engage in providing public switched communication service throughout an exchange area, and between exchange areas within the LATA.

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**SECTION 1.0 - DEFINITIONS, (CONT'D.)**

ICB - Individual Case Basis.

IXC or Interexchange Carrier- A long distance telecommunications services provider.

Interruption - The inability to complete calls due to equipment malfunctions or human errors. Interruption shall not include, and no allowance shall be given for service difficulties such as slow dial tone, circuits busy or other network and/or switching capability shortages. Nor shall Interruption include the failure of any service or facilities provided by a common carrier or other entity other than the Carrier. Any Interruption allowance provided within this Tariff by Carrier shall not apply where service is interrupted by the negligence or willful act of the Customer, or where the Carrier, pursuant to the terms of this Tariff, terminates service because of non-payment of bills, unlawful or improper use of the Carrier's facilities or service, or any other reason covered by this Tariff or by applicable law.

LATA - A Local Access and Transport Area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192; or any other geographic area designated as a LATA in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4, or its successor tariff(s).

LEC - Local Exchange Company refers to the dominant, monopoly local telephone company in the area also served by the Company.

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**SECTION 1.0 - DEFINITIONS, (CONT'D.)**

Monthly Recurring Charges - The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

MOU - Minutes of Use.

NECA - National Exchange Carriers Association.

Nonrecurring Charge ("NRC") - The initial charge, usually assessed on a one-time basis, to initiate and establish service.

ORS – South Carolina Office of Regulatory Staff

PBX - Private Branch Exchange

PIN - Personal Identification Number. See Authorization Code.

Point of Presence ("POP") - Point of Presence

Recurring Charges - Monthly charges to the Customer for services, and equipment, which continues for the agreed upon duration of the service.

Service - Any means of service offered herein or any combination thereof.

Service Order - The written request for Company services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order Form by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this tariff.

Serving Wire Center - A specified geographic point from which the vertical and horizontal coordinate is used in calculation of airline mileage.

Shared Inbound Calls - Refers to calls that are terminated via the Customer's Company-provided local exchange line.

Shared Outbound Calls - Refers to calls in Feature Group (FGD) exchanges whereby the Customer's local telephone lines are presubscribed by the Company to the Company's outbound service such that "1 + 10-digit number" calls are automatically routed to the Company's or an IXC's network. Calls to stations within the Customer's LATA may be placed by dialing "10XXX" or "101XXXX" with 1 + 10-digit number."

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**SECTION 1.0 - DEFINITIONS, (CONT'D.)**

Station - The network control signaling unit and any other equipment provided at the Customer's premises which enables the Customer to establish communications connections and to effect communications through such connections.

Subscriber - The person, firm, partnership, corporation, or other entity who orders telecommunications service from Trinsic. Service may be ordered by, or on behalf of, those who own, lease or otherwise manage the pay telephone, PBX, or other switch vehicle from which an End User places a call utilizing the services of the Company.

Switched Access Origination/Termination - Where access between the Customer and the interexchange carrier is provided on local exchange company Feature Group circuits and the connection to the Customer is a LED-provided business or residential access line. The cost of switched Feature Group access is billed to the interexchange carrier.

Terminal Equipment - Any telecommunications equipment other than the transmission or receiving equipment installed at a Company location.

Trinsic - Matrix Telecom, Inc. d/b/a Matrix Business Technologies, issuer of this tariff.

UNE Zone- Geographic area established by the Commission pursuant to Section 51.507(f) of the Code of Federal Regulations.

Usage Charges - Charges for minutes or messages traversing over local exchange facilities.

User or End User - A Customer, Joint User, or any other person authorized by a Customer to use service provided under this tariff.

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## **SECTION 2.0 - REGULATIONS**

### **2.1 Undertaking of the Company**

#### **2.1.1 Scope**

The Company undertakes to furnish communications service pursuant to the terms of this tariff in connection with one-way and/or two-way information transmission between points within the state of South Carolina.

The Company is responsible under this tariff only for the services and facilities provided hereunder, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own customers.

#### **2.1.2 Shortage of Equipment or Facilities**

- A.** The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
- B.** The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.3 Terms and Conditions**

- A.** Service is provided on the basis of a minimum period of at least thirty (30) days, 24-hours per day. For the purpose of computing charges in this tariff, a month is considered to have 30 days.
- B.** Except as otherwise stated in this tariff, Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this tariff. Customers will also be required to execute any other documents as may be reasonably requested by the Company.
- C.** At the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month-to-month basis at the then current rates unless terminated by either party upon notice. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the service order and this tariff prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.
- D.** In any action between the parties to enforce any provision of this tariff, the prevailing party shall be entitled to recover its legal fees and court costs from the non-prevailing party in addition to other relief a court may award.
- E.** Service may be terminated upon written notice to the Customer if:

  - .1** the Customer is using the service in violation of this tariff; or
  - .2** the Customer is using the service in violation of the law.
- F.** This tariff shall be interpreted and governed by the laws of the state of South Carolina regardless of its choice of laws provision.

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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.3 Terms and Conditions, (Cont'd.)**

- G.** Any other Telephone Company may not interfere with the right of any person or entity to obtain service directly from the Company. No person or entity shall be required to make any payment, incur any penalty, monetary or otherwise, or purchase any services in order to have the right to obtain service directly from the Company.
- H.** To the extent that either the Company or any other telephone company exercises control over available cable pairs, conduit, duct space, raceways, or other facilities needed by the other to reach a person or entity, the party exercising such control shall make them available to the other on terms equivalent to those under which the Company makes similar facilities under its control available to its customers. At the reasonable request of either party, the Company and the other telephone company shall join the attempt to obtain from the owner of the property access for the other party to serve a person or entity.



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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Limitations on Liability**

- A.** Except as otherwise stated in this section, the liability of the Company for damages arising out of either: (1) the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or (2) the failure to furnish its service, whether caused by acts or omission, shall be limited to the extension of allowances to the Customer for interruptions in service as set forth in Section 2.6.
- B.** Except for the extension of allowances to the Customer for interruptions in service as set forth in Section 2.6, the Company shall not be liable to a Customer or third party for any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive damages, including, but not limited to, loss of revenue or profits, for any reason whatsoever, including, but not limited to, any act or omission, failure to perform, delay, interruption, failure to provide any service or any failure in or breakdown of facilities associated with the service.
- C.** The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.

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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Limitations on Liability, (Cont'd.)**

- D.** The Company shall be indemnified and saved harmless by the Customer from and against all loss, liability, damage and expense, including reasonable counsel fees, due to:
- 1.** Any act or omission of: (a) the Customer, (b) any other entity furnishing service, equipment or facilities for use in conjunction with services or facilities provided by the Company; or (c) common carriers or warehousemen, except as contracted by the Company;
  - 2.** Any delay or failure of performance or equipment due to causes beyond the Company's control, including but not limited to, acts of God, fires, floods, earthquakes, hurricanes, or other catastrophes; national emergencies, insurrections, riots, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties; criminal actions taken against the Company; unavailability, failure or malfunction of equipment or facilities provided by the Customer or third parties; and any law, order, regulation or other action of any governing authority or agency thereof;
  - 3.** Any unlawful or unauthorized use of the Company's facilities and services;
  - 4.** Libel, slander, invasion of privacy or infringement of patents, trade secrets, or copyrights arising from or in connection with the material transmitted by means of Company-provided facilities or services; or by means of the combination of Company-provided facilities or services;
  - 5.** Breach in the privacy or security of communications transmitted over the Company's facilities;

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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Limitations on Liability, (Cont'd.)**

**D. (Cont'd.)**

- 6.** Changes in any of the facilities, operations or procedures of the Company that render any equipment, facilities or services provided by the Customer obsolete, or require modification or alteration of such equipment, facilities or services, or otherwise affect their use or performance, except where reasonable notice is required by the Company and is not provided to the Customer, in which event the Company's liability is limited as set forth in paragraph A. of this Subsection 2.1.4.
- 7.** Defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof;
- 8.** Injury to property or injury or death to persons, including claims for payments made under Workers' Compensation law or under any plan for employee disability or death benefits, arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected, or to be connected to the Company's facilities;
- 9.** Any noncompletion of calls due to network busy conditions;
- 10.** Any calls not actually attempted to be completed during any period that service is unavailable;
- 11.** And any other claim resulting from any act or omission of the Customer or patron(s) of the Customer relating to the use of the Company's services or facilities.

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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Limitations on Liability, (Cont'd.)**

- E.** The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere.
- F.** The Company makes no warranties or representations, EXPRESS OR IMPLIED, either in fact or by operation of law, statutory or otherwise, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.
- G.** Failure by the Company to assert its rights pursuant to one provision of this tariff does not preclude the Company from asserting its rights under other provisions.
- H.** **Directory Errors** - In the absence of gross negligence or willful misconduct, no liability for damages arising from errors or mistakes in or omissions of directory listings, or errors or mistakes in or omissions of listing obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company. An allowance for errors or mistakes in or omissions of published directory listings or for errors or mistakes in or omissions of listing obtainable from the directory assistance operator shall be at the monthly tariff rate for each listing, or in the case of a free or no-charge directory listing, credit shall equal two times the monthly tariff rate for an additional listing, for the life of the directory or the charge period during which the error, mistake or omission occurs.

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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Limitations on Liability, (Cont'd.)**

**I. With respect to Emergency Number 911 Service:**

1. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made instituted or asserted by the Customer or by any other party or person for any personal injury or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of service, or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, local or use of any equipment and facilities furnishing this service.
2. Neither is the Company responsible for any infringement, nor invasion of the right of privacy of any person or persons, caused or claimed to have been caused directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of emergency 911 service features and the equipment associated therewith, or by any services furnished by the Company, including, but not limited to the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing emergency 911 service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its users, agencies or municipalities, or the employees or agents of any one of them.

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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Limitations on Liability, (Cont'd.)**

**I. With respect to Emergency Number 911 Service, (Cont'd.)**

- 3.** When a Customer with a nonpublished telephone number, as defined herein, places a call to the emergency 911 service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for emergency 911 service upon request of such governmental authority. By subscribing to service under this tariff, the Customer acknowledges and agrees with the release of information as described above.

**2.1.5 Notification of Service-Affecting Activities**

The Company will provide the Customer reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned service-affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.

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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.6 Provision of Equipment and Facilities**

- A.** The Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with, the regulations contained in this tariff. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to any Customer.
- B.** The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- C.** The Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the service provided the Customer.
- D.** Equipment the Company provides or installs at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which it was provided.
- E.** The Customer shall be responsible for the payment of service charges as set forth herein for visits by the Company's agents or employees to the Premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.6 Provision of Equipment and Facilities, (Cont'd.)**

- F.** The Company shall not be responsible for the installation, operation, or maintenance of any Customer-provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:
- 1.** the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or
  - 2.** the reception of signals by Customer-provided equipment.



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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.7 Non-routine Installation**

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material, or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

**2.1.8 Special Construction**

Subject to the agreement of the Company and to all of the regulations contained in this tariff, special construction of facilities may be undertaken on a reasonable efforts basis at the request of the Customer. Special construction is that construction undertaken:

- A. where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- A. of a type other than that which the Company would normally utilize in the furnishing of its services;
- C. over a route other than that which the Company would normally utilize in the furnishing of its services;
- D. in a quantity greater than that which the Company would normally construct;
- E. on an expedited basis;
- F. on a temporary basis until permanent facilities are available;
- G. involving abnormal costs; or
- H. in advance of its normal construction.

**2.1.9 Ownership of Facilities**

Title to all facilities provided in accordance with this tariff remains in the Company, its partners, agents, contractors or suppliers.

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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.2 Prohibited Uses**

- 2.2.1** The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- 2.2.2** The Company may require applicants for service who intend to use the Company's offerings for resale and/or for shared use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and Commission regulations, policies, orders, and decisions.
- 2.2.3** The Company may block any signals being transmitted over its Network by Customers which cause interference to the Company or other users. Customer shall be relieved of all obligations to make payments for charges relating to any blocked Service and shall indemnify the Company for any claim, judgment or liability resulting from such blockage.
- 2.2.4** A customer, joint user, or authorized user may not assign, or transfer in any manner, the service or any rights associated with the service without the written consent of the Company. The Company will permit a Customer to transfer its existing service to another entity if the existing Customer has paid all charges owed to the Company for regulated communications services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and nonrecurring installation charges as stated in this tariff will apply.

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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.3 Obligations of the Customer**

**2.3.1 General**

The Customer is responsible for making proper application for service; placing any necessary order, complying with tariff regulations; payment of charges for services provided. Specific Customer responsibilities include, but are not limited to the following:

- A.** the payment of all applicable charges pursuant to this tariff;
- B.** damage to or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
- C.** providing at no charge, as specified from time to time by the Company, any needed personnel, equipment space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
- D.** obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduits necessary for installation of fiber optic cable and associated equipment used to provide Communication Services to the Customer from the cable building entrance or property line to the location of the equipment space described in 2.3.1(C.) Any and all costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company to, the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service;

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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.3 Obligations of the Customer, (Cont'd.)**

**2.3.1 General, (Cont'd.)**

- E.** providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g. asbestos) prior to any construction or installation work;
- F.** complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any Customer premises or the rights-of-way for which Customer is responsible under Section 2.3.1D.; and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;
- G.** not creating, or allowing to be placed, any liens or other encumbrances on the Company's equipment or facilities; and
- H.** making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which service is interrupted for such purposes.

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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.3 Obligations of the Customer, (Cont'd.)**

**2.3.2 Liability of the Customer**

- A.** The Customer will be liable for damages to the facilities of the Company and for all incidental and consequential damages caused by the negligent or intentional acts or omissions of the Customer, its officers, employees, agents, invites, or contractors where such acts or omissions are not the direct result of the Company's negligence or intentional misconduct.
- B.** To the extent caused by any negligent or intentional act of the Customer as described in A., preceding, the Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees, for (1) any loss, destruction or damage to property of any third party, and (2) any liability incurred by the Company to any third party pursuant to this or any other tariff of the Company, or otherwise, for any interruption of, interference to, or other defect in any service provided by the Company to such third party.
- C.** The Customer shall not assert any claim against any other Customer or user of the Company's services for damages resulting in whole or in part from or arising in connection with the furnishing of service under this tariff including but not limited to mistakes, omissions, interruptions, delays, errors or other defects or misrepresentations, whether or not such other Customer or user contributed in any way to the occurrence of the damages, unless such damages were caused solely by the negligent or intentional act or omission of the other Customer or user and not by any act or omission of the Company. Nothing in this tariff is intended either to limit or to expand Customer's right to assert any claims against third parties for damages of any nature other than those described in the preceding sentence.

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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.4 Customer Equipment and Channels**

**2.4.1 General**

A User may transmit or receive information or signals via the facilities of the Company. The Company's services are designed primarily for the transmission of voice-grade telephonic signals, except as otherwise stated in this tariff. A User may transmit any form of signal that is compatible with the Company's equipment, but the Company does not guarantee that its services will be suitable for purposes other than voice-grade telephonic communication except as specifically stated in this tariff.

**2.4.2 Station Equipment**

- A.** Terminal equipment on the User's Premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the User. The User is responsible for the provision of wiring or cable to connect its terminal equipment to the Company Point of Connection.
- B.** The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense, subject to prior Customer approval of the equipment expense.

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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.4 Customer Equipment and Channels, (Cont'd.)**

**2.4.3 Interconnection of Facilities**

- A.** Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Communication Services and the channels, facilities, or equipment of others shall be provided at the Customer's expense.
- B.** Communication Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications carriers that are applicable to such connections.
- C.** Facilities furnished under this tariff may be connected to Customer-provided terminal equipment in accordance with the provisions of this tariff. All such terminal equipment shall be registered by the Federal Communications Commission pursuant to Part 68 of Title 47, Code of Federal Regulations; and all User-provided wiring shall be installed and maintained in compliance with those regulations.
- D.** Users may interconnect communications facilities that are used in whole or in part for interstate communications to services provided under this tariff only to the extent that the user is an "End User", as defined in Section 69.2(m), Title 47, Code of Federal Regulations (1992 edition).

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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.4 Customer Equipment and Channels, (Cont'd.)**

**2.4.4 Inspections**

- A.** Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.4.2A. for the installation, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.
- B.** If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm.



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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.5 Payment Arrangements**

**2.5.1 Payment for Service**

The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer and to all Authorized Users by the Customer, regardless of whether those services are used by the Customer itself or are resold to or shared with other persons.

The Customer is responsible for payment of any sales, use, gross receipts, excise, access or other local, state, federal and 911 taxes, charges or surcharges (however designated) (excluding taxes on Company's net income) imposed on or based upon the provision, sale or use of Network Services. The Company will not separately charge for the South Carolina gross receipts tax on the Company's invoice for local services. Any taxes imposed by a local jurisdiction (e.g., county and municipal) will only be recovered from those Customers residing in the affected jurisdictions.

Certain telecommunications services, as defined in the South Carolina Revised Code, are subject to state sales tax at the prevailing tax rates, if the services originate, or terminate in South Carolina, or both, and are charged to a subscriber's telephone number or account in South Carolina.

The security of the Customer's PIN is the responsibility of the Customer. All calls placed using a PIN shall be billed to and shall be the obligation of the Customer. The Customer shall not be responsible for charges in connection with the unauthorized use of PINs arising after the Customer notifies the Company of the loss, theft, or other breach of security of such PINs.

Customers will only be charged once, on either an interstate or intrastate basis, for any nonrecurring charges.

**2.5.2 Billing and Collection of Charges**

The Customer is responsible for payment of all charges incurred by the Customer or other Authorized Users for services and facilities furnished to the Customer by the Company.

- A. Nonrecurring charges are due and payable within thirty (30) days after the invoice date, unless otherwise agreed to in advance.

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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.5 Payment Arrangements, (Cont'd.)**

**2.5.2 Billing and Collection of Charges, (Cont'd.)**

- B.** The Company shall present invoices for recurring charges monthly to the Customer, in advance of the month in which service is provided, and Recurring Charges shall be due and payable within thirty (30) days after the invoice date. When billing is based on customer usage, charges will be billed monthly for the preceding billing periods.
- C.** When service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which service was furnished will be calculated pro rata based on the actual number of days in the month.
- D.** Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day following the date on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this tariff or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.
- E.** Amounts not paid within 30 days after the date of invoice are considered past due. A maximum of one and one-half percent (1.5%) may be added to any unpaid balance brought forward from the previous billing date to cover the cost of collection and carrying accounts in arrears. The late payment charge does not apply to any taxes the Company is required by law to levy on a customer. In the event the Company incurs fees or expenses, including attorney's fees, in collecting or attempting to collect any charges owed to the Company, the Customer will be liable to the Company for payment of all such fees and expenses reasonably incurred.
- F.** The Customer will be assessed a charge for each check or other payment type submitted by the Customer to the Company that a bank or other financial institution refuses to honor. The charge may equal but not exceed the rate allowed by the S.C. Code Annotated Section 34-11-70.
- G.** If service is disconnected by the Company in accordance with Section 2.5.6 following and later restored, restoration of service will be subject to all applicable installation charges.

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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.5 Payment Arrangements, (Cont'd.)**

**2.5.3 Disputed Bills**

- A.** In the event that a billing dispute occurs concerning any charges billed to the Customer by the Company, the Company may require the Customer to pay the undisputed portion of the bill to avoid discontinuance of service for non-payment. The Customer must submit a documented claim for the disputed amount. The Customer will submit all documentation as may reasonably be required to support the claim. All claims must be submitted to the Company within 90 days of receipt of billing for those services. If the Customer does not submit a claim as stated above, the Customer waives all rights to filing a claim thereafter.
- B.** The Customer should notify the Company of any disputed items on a bill. All bills are presumed accurate, and shall be binding on the customer unless objection is received by the Company in writing or orally within the applicable statute of limitations. No credits, refunds or adjustments shall be granted if demand is therefore not received within such limitations period. The Customer has the right to withhold payment of the disputed amount of such bill until the matter is resolved. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the South Carolina Office of Regulator Staff (ORS) for investigation. Contact information for the ORS is:
- South Carolina Office of Regulatory Staff  
Consumer Services Division  
P.O. Box 11263  
Columbia, SC 29211  
Telephone Number: (803) 737-5230  
Toll Free: 1-800-922-1531  
Fax Number: (803) 737-4750
- C.** If the dispute is resolved in favor of the Customer and the Customer has withheld the disputed amount, no interest, credits or penalties will apply.

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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.5 Payment Arrangements, (Cont'd.)**

**2.5.4 Advance Payments**

To safeguard its interests, the Company may require a Customer to make an advance payment before services and facilities are furnished. The advance payment will not exceed an amount equal to the nonrecurring charge(s) and one (1) month's charges for the service or facilities. The advance payment will be applied to the first full billing cycle statement and additional one (1) month advance payment will be required for each subsequent month. Advance payments do not accrue interest. An advance payment may be required in addition to a deposit.

**2.5.5 Deposits**

The Company does not collect Customer deposits.

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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.5 Payment Arrangements, (Cont'd.)**

**2.5.6 Discontinuance of Service**

- A.** Upon nonpayment of any amounts owing to the Company, the Company may, by giving five (5) days written notice to the Customer, discontinue or suspend service without incurring any liability. No basic residential service shall be disconnected for nonpayment until at least 20 days from the date of the bill and only following proper written notification.

Service may be terminated for non-payment of a bill, provided that the telephone utility has made a reasonable attempt to effect collection and has given the customer written notice that he has five days in which to make settlement on his account or have his service disconnected. Service will be terminated only on Monday through Thursday between the hours of 8:00 AM and 4:00 PM, unless provisions have been made to have someone available to accept payment and reconnect service.

- B.** Upon violation of any of the other material terms or conditions for furnishing service the Company may, by giving five (5) days written notice to the Customer, discontinue or suspend service without incurring any liability if such violation continues during that period.
- C.** Upon condemnation of any material portion of the facilities used by the Company to provide service to a Customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company, by notice to the Customer, may discontinue or suspend service without incurring any liability.

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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.5 Payment Arrangements, (Cont'd.)**

**2.5.6 Discontinuance of Service, (Cont'd.)**

- D.** Upon the Customer's insolvency, assignment for the benefit of creditors, filing for bankruptcy or reorganization, or failing to discharge an involuntary petition within the time permitted by law, the Company may immediately discontinue or suspend service without incurring any liability.
- E.** Upon any governmental prohibition or required alteration of the services to be provided or any violation of an applicable law or regulation, the Company may immediately discontinue service without incurring any liability.
- F.** In the event of fraudulent use of the Company's network, the Company will discontinue service without notice and/or seek legal recourse to recover all costs involved in enforcement of this provision.
- G.** Upon the Company's discontinuance of service to the Customer under Section 2.5.6 A. or 2.5.6 B., the Company, in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this tariff, may declare all future monthly and other charges that would have been payable by the Customer during the remainder of the term for which such services would have otherwise been provided to the Customer to be immediately due and payable (discounted to present value at six percent).
- H.** Without notice in the event of Customer use of equipment or services in such a manner as to adversely affect the Company's service to others.
- I.** Without notice in the event of tampering with the equipment or services furnished by the Company.

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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.5 Payment Arrangements, (Cont'd.)**

**2.5.7 Cancellation of Application for Service**

- A.** Applications for service cannot be canceled without the Company's agreement. Where the Company permits a Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
- B.** Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs incurred by the Company, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service commenced (all discounted to present value at six percent).
- C.** Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred by the Company, less net salvage, applies. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.
- D.** The special charges described in 2.5.7 A. through 2.5.7 C. will be calculated and applied on a case-by-case basis.

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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.5 Payment Arrangements, (Cont'd.)**

**2.5.8 Changes in Service Requested**

If the Customer makes or requests material changes in circuit engineering, equipment specifications, service parameters, premises locations, or otherwise materially modifies any provision of the application for service, the Customer's installation fee shall be adjusted accordingly.



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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.6 Allowances for Interruptions in Service**

Interruptions in service that are not due to the negligence of, or noncompliance with the provisions of this tariff by, the Customer or the operation or malfunction of the facilities, power or equipment provided by the Customer, will be credited to the Customer as set forth in 2.6.1 for the part of the service that the interruption affects.

**2.6.1 General**

- A.** A credit allowance will be given when service is interrupted, except as specified below. A service is interrupted when it becomes inoperative to the Customer, e.g., the Customer is unable to transmit or receive, because of a failure of a component furnished by the Company under this tariff.
- B.** An interruption period begins when the Customer reports a service, facility or circuit to be inoperative and, if necessary, releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative.

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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.6 Allowances for Interruptions in Service, (Cont'd.)**

**2.6.1 General, (Cont'd.)**

- C.** If the Customer reports a service, facility or circuit to be interrupted but declines to release it for testing and repair, or refuses access to its premises for test and repair by the Company, the service, facility or circuit is considered to be impaired but not interrupted. No credit allowances will be made for a service, facility or circuit considered by the Company to be impaired.
- D.** The Customer shall be responsible for the payment of service charges as set forth herein for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

**2.6.2 Limitations of Allowances**

No credit allowance will be made for any interruption in service:

- A.** Due to the negligence of or noncompliance with the provisions of this tariff by any person or entity other than the Company, including but not limited to the Customer;
- B.** Due to the failure of power, equipment, systems, connections or services not provided by the Company;
- C.** Due to circumstances or causes beyond the reasonable control of the Company;
- D.** During any period in which the Company is not given full and free access to its facilities and equipment for the purposes of investigating and correcting interruptions;
- E.** A service will not be deemed to be interrupted if a Customer continues to voluntarily make use of the such service. If the service is interrupted, the Customer can get a service credit, use another means of communications provided by the Company (pursuant to Section 2.6.3), or utilize another service provider;

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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.6 Allowances for Interruptions in Service, (Cont'd.)**

**2.6.2 Limitations of Allowances, (Cont'd.)**

- F.** During any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- G.** That occurs or continues due to the Customer's failure to authorize replacement of any element of special construction; and
- H.** That was not reported to the Company within thirty (30) days of the date that service was affected.

**2.6.3 Use of Another Means of Communications**

If the Customer elects to use another means of communications during the period of interruption, the Customer must pay the charges for the alternative service used.

**2.6.4 Application of Credits for Interruptions in Service**

- A.** Credits for interruptions in service that is provided and billed on a flat rate basis for a minimum period of at least one month, beginning on the date that billing becomes effective, shall in no event exceed an amount equivalent to the proportionate charge to the Customer for the period of service during which the event that gave rise to the claim for a credit occurred. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.
- B.** For calculating credit allowances, every month is considered to have thirty (30) days.
- C.** A credit allowance will be given for interruptions of thirty (30) minutes or more. Two or more interruptions of fifteen (15) minutes or more during any one 24-hour period shall be combined into one cumulative interruption.

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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.6 Allowances for Interruptions in Service, (Cont'd.)**

**2.6.4 Application of Credits for Interruptions in Service, (Cont'd.)**

**D. Interruptions of 24 Hours or Less**

<b>Length of Interruption</b>	<b>Amount of Service To Be Credited</b>
Less than 30 minutes	None
30 minutes up to but not including 3 hours	1/10 Day
3 hours up to but not including 6 hours	1/5 Day
6 hours up to but not including 9 hours	2/5 Day
9 hours up to but not including 12 hours	3/5 Day
12 hours up to but not including 15 hours	4/5 Day
15 hours up to but not including 24 hours	One Day

**E. Interruptions Over 24 Hours and Less Than 72 Hours**

Interruptions over 24 hours and less than 72 hours will be credited 1/5 day for each 3-hour period or fraction thereof. No more than one full day's credit will be allowed for any period of 24 hours.

**F. Interruptions Over 72 Hours**

Interruptions over 72 hours will be credited 2 days for each full 24-hour period. No more than thirty (30) days credit will be allowed for any one month period.

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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.6 Allowances for Interruptions in Service, (Cont'd.)**

**2.6.5 Cancellation For Service Interruption**

Cancellation or termination for service interruption is permitted only if any circuit experiences a single continuous outage of 8 hours or more or cumulative service credits equaling 16 hours in a continuous 12-month period. The right to cancel service under this provision applies only to the single circuit that has been subject to the outage or cumulative service credits.

**2.7 Use of Customer's Service by Others**

**2.7.1 Joint Use Arrangements**

Joint use arrangements will be permitted for all services provided under this tariff. From each joint use arrangement, one member will be designated as the Customer responsible for the manner in which the joint use of the service will be allocated. The Company will accept orders to start, rearrange, relocate, or discontinue service only from the designated Customer. Without affecting the Customer's ultimate responsibility for payment of all charges for the service, each joint user shall be responsible for the payment of the charges billed to it.

**2.7.2 Resale and Sharing**

SECTION 2.7.2 IS AVAILABLE ONLY TO CARRIERS WHICH ARE CERTIFIED BY THE SOUTH CAROLINA PUBLIC SERVICE TO PROVIDE INTRASTATE LOCAL EXCHANGE SERVICES

There are no prohibitions or limitations on the resale of services. Prices for services appear in the price sheet attached to this tariff. Any service provided under this tariff may be resold to or shared with other persons at the option of Customer, subject to compliance with any applicable laws of the South Carolina Public Service Commission regulations governing such resale or sharing. The Customer remains solely responsible for all use of services ordered by it or billed to its telephone number(s) pursuant to this tariff, for determining who is authorized to use its services, and for notifying the Company of any unauthorized use.

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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.8 Cancellation of Service/Termination Liability**

If a Customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption (as defined in Section 2.6.1 above), the Customer agrees to pay to the Company termination liability charges, as defined below. These charges shall become due as of the effective date of the cancellation or termination and be payable within the period, set forth in Section 2.5.2.

**2.8.1 Termination Liability**

The Customer's termination liability for cancellation of service shall be equal to:

- A.** all unpaid Nonrecurring charges reasonably expended by the Company to establish service to the Customer; plus
- B.** any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by the Company on behalf of the Customer; plus
- C.** all Recurring Charges specified in the applicable Service Order Tariff for the balance of the then current term discounted at the prime rate announced in the Wall Street Journal on the third business day following the date of cancellation;
- D.** minus a reasonable allowance for costs avoided by the Company as a direct result of the Customer's cancellation.

**2.9 Transfers and Assignments**

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties:

- 2.9.1** to any subsidiary, parent company or affiliate of the Company; or
- 2.9.2** pursuant to any sale or transfer of substantially all the assets of the Company; or
- 2.9.3** pursuant to any financing, merger or reorganization of the Company.

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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.10 Customer Liability for Unauthorized Use of the Network**

Unauthorized use of the network occurs when a person or entity that does not have actual, apparent, or implied authority to use the network, obtains the Company's services provided under this tariff.

**2.10.1 Customer Liability for Fraud and Unauthorized Use of the Network**

- A.** The Customer is liable for the unauthorized use of the network obtained through the fraudulent use of a Company calling card, if such a card is offered by the Company, or an accepted credit card, provided that the unauthorized use occurs before the Company has been notified.
- B.** A Company calling card is a telephone calling card issued by the Company at the Customer's request, which enables the Customer or user(s) authorized by the Customer to place calls over the Network and to have the charges for such calls billed to the Customer's account.

An accepted credit card is any credit card that a cardholder has requested or applied for and received, or has signed, used, or authorized another person to use to obtain credit. Any credit card issued as an renewal or substitute in accordance with this paragraph is an accepted credit card when received by the cardholder.

- C.** The Customer must give the Company written or oral notice that an unauthorized use of a Company calling card or an accepted credit card has occurred or may occur as a result of loss, and/or theft.
- D.** The Customer is responsible for payment of all charges for calling card services furnished to the Customer or to users authorized by the Customer to use service provided under this tariff, unless due to the negligence of the Company. This responsibility is not changed due to any use, misuse, or abuse of the Customer's service or Customer-provided equipment by third parties, the Customer's employees, or the public.

The liability of the Customer for unauthorized use of the Network by credit card fraud will not exceed the lesser of fifty dollars (\$50.00) or the amount of money, property, labor, or services obtained by the unauthorized user before notification to the Company.

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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.11 Notices and Communications**

- 2.11.1** The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that the Customer may also designate a separate address to which the Company's bills for service shall be mailed.
- 2.11.2** The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.
- 2.11.3** Except as otherwise stated in this tariff, all notices or other communications required to be given pursuant to this tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- 2.11.4** The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

**2.12 Taxes, Fees and Surcharges**

The Company reserves the right to bill any and all applicable taxes, fees and surcharges in addition to normal rates and charges for services provided to the Customer. Taxes and fees include, but are not limited to: Federal Excise Tax, State Sales Tax, Municipal Tax, and Gross Receipts Tax. Unless otherwise specified in this tariff, such taxes, fees and surcharges are in addition to rates as quoted in this tariff and will be itemized separately on Customer invoices.



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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.13 Miscellaneous Provisions**

**2.13.1 Telephone Number Changes**

Whenever any Customer's telephone number is changed after a directory is published, the Company shall intercept all calls to the former number for at least one hundred and twenty (120) days and give the calling party the new number provided existing central office equipment will permit, and the Customer so desires.

When service in an existing location is continued for a new Customer, the existing telephone number may be retained by the new Customer only if the former Customer consents in writing, and if all charges against the account are paid or assumed by the new Customer.

**2.13.2 Maintenance and Operations Records**

Records of various tests and inspections, to include non-routine corrective maintenance actions or monthly traffic analysis summaries for network administration, necessary for the purposes of the Company or to fulfill the requirements of Commission rules shall be kept on file in the office of the Company as required under Commission rules.

**2.13.3 Marketing**

As a telephone utility under the regulation of the South Carolina Public Service Commission, the Company hereby asserts and affirms that as a reseller of intrastate service, the Company will not indulge or participate in deceptive or misleading telecommunications marketing practices to the detriment of consumers in South Carolina, and the Company will comply with those marketing practices, if any, set forth by the Commission. Additionally, the Company will be responsible for the marketing practices of its contracted telemarketer's for compliance with this provision. The Company understands that violation of this provision could result in a rule to Show Cause as to the withdrawal of its certification to complete intrastate telecommunications traffic within the State of South Carolina.

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**SECTION 2.0 - REGULATIONS, (CONT'D.)**

**2.14 Customer Responsibility**

**A. Cancellation by Customer**

Customers may cancel service verbally or in writing. The company shall hold the Customer responsible for payment of all charges, including fixed fees, surcharges, etc., which accrue up to the cancellation date. Customers that cancel the primary local exchange line will have the entire Account disconnected, including any secondary line and all associated features. In the event the Customer executes a term commitment agreement with the Company, the Customer must cancel service and terminate the agreement in accordance with the agreement terms.

**2.15 Promotional Offerings**

The Company will submit Promotional Offerings by transmittal letter to the Commission and the ORS outlining the promotion, listing the service being promoted with beginning and termination dates of such. Promotional Offerings will not be filed within the Company's Tariff.

**2.16 Individual Case Basis (ICB) Arrangements**

Arrangements will be developed on a case-by-case basis in response to a bona fide request or prospective Customer to develop a competitive bid for a service not generally offered under this tariff. ICB rates will be offered to Customers in writing and on a non-discriminatory basis. These arrangements will be made to the PSC and/or ORS upon request.

**2.17 Prorating**

All services have a minimum period of one month and are billed one-month in advance. Monthly Recurring Charges are payable in full as of the first day of the billing cycle in which the service is furnished. Therefore, the Monthly Recurring Charges are not subject to pro-rating if service is disconnected prior to the end of a billing period.

Services that are ordered prior to the beginning of a billing period will be prorated from the order date to the Customer's applicable billing period.

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(N)

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## SECTION 3.0 - SERVICE AREAS

### 3.1 Exchange Service Areas

Local exchange services are provided, subject to availability of facilities and equipment, in areas currently served by the following Incumbent LECs: 1) BellSouth Telecommunications.

### 3.2 Rate Groups

Charges for local services provided by the Company in certain areas may be based, in part, on the Rate Group associated with the Customers End Office. The Rate Group is determined by the total access lines and PBX trunks in the local calling area which can be reached from each End Office.

In the event that an Incumbent LEC or the South Carolina Public Service Commission reclassifies an exchange or End Office from one Rate Group to another, the reclassification will also apply to Matrix Telecom, Inc. d/b/a Matrix Business Technologies customers who purchase services under this tariff. Local calling areas and Rate Group assignments are equivalent to those areas and groups specified in BellSouth Telecommunications, Inc. South Carolina General Subscriber Service Tariff ("GSST").

#### A. BellSouth Rate Group Equivalents

Rate Group	Exchange Access Lines and PBX Trunks In Local Calling Area - Upper Limit
1	0 to 7000
2	7001 to 15,000
3	15,001 to 28,500
4	28,501 to 50,000
5	50,001 to 78,000
6	78,001 to 125,000
7	125,000 up

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**SECTION 3.0 - SERVICE AREAS, (CONT'D.)**
**3.3 Exchange and UNE Zone Listings**

<b>Exchange</b>	<b>UNE Zone</b>	<b>Additional Exchanges</b>
Aiken	2	Bath, Beech Island, Graniteville, Jackson, New Ellenton, North Augusta
Allendale	3	Barnwell, Fairfax
Anderson	1	Belton, Honea Path, Pelzer, Pendleton, Starr-Iva, Williamston
Antioch	N/A	Blacksburg, Grover, NC, Kings Mountain, NC, Shelby, NC
Bamberg	2	Denmark, Ehrhardt, Orangeburg
Barnwell	3	Allendale, Blackville, Denmark, Williston
Batesburg	3	Pond Branch, Ridge Spring
Bath	1	Aiken, Augusta, GA, Beech Island, Graniteville, Jackson, North Augusta
Beech Island	1	Aiken, Appling, GA, Augusta, GA, Bath, Harlem, GA, Hephzibah, GA, Jackson, North Augusta
Belton	2	Anderson, Honea Path, Pelzer, Williamston
Bennettsville	3	Blenheim, Clio, McColl
Blacksburg	3	Gaffney, Grover, NC (includes those exchange access lines in Antioch, SC which are a part of the Grover, NC exchange), Hickory Grove
Blackville	3	Barnwell, Denmark, Williston
Blenheim	3	Bennettsville, Clio, McColl
Blue Ridge	1	Greenville, Greer, Lyman, Travelers Rest
Camden	3	Bethune
Central	2	Clemson, Easley, Liberty, Pickens, Six Mile

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**SECTION 3.0 - SERVICE AREAS, (CONT'D.)**

**3.3 Exchange and UNE Zone Listings, (Cont'd.)**

<b>Exchange</b>	<b>UNE Zone</b>	<b>Additional Exchanges</b>
Chapin-Little Mountain	1	Newberry, Prosperity, Chapin-Little Mountain South
Chapin-Little Mountain South	1	Columbia, Chapin-Little Mountain North
Charleston	1	Folly Beach, Hollywood, Isle of Palms, Mt Pleasant, Sullivans Island, Summerville
Cheraw	3	Chesterfield, Patrick
Clemson	2	Central, Pendleton, Seneca, Six Mile
Clinton	3	Joanna, Laurens, Laurens Rural
Clio	3	Bennettsville, Blenheim, McColl
Clover	2	Gastonia, NC (includes those exchange access lines located in Mill Creek, SC and vicinity which are a part of the Gastonia, NC exchange), Lake Wylie, Lake Wylie West, South Crowders Creek, NC, York
Columbia	1	Chapin-Little Mountain South, Eastover, Lexington
Cowpens	1	Spartanburg
Darlington	1	Florence, Hartsville, Lamar, Society Hill, Timmons ville
Denmark	3	Bamberg, Barnwell, Blackville, Olar
Dillon	3	Dillon, NC, Florence, Lake View, Latta
Easley	1	Central, Greenville, Liberty, Pickens, Six Mile
Eastover	1	Columbia
Edgefield	3	Johnston
Edisto Island	3	None
Florence	1	Darlington, Hartsville, Lamar, Marion, Mullins, Nichols, Pamplico, Society Hill, Timmons ville

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**SECTION 3.0 - SERVICE AREAS, (CONT'D.)**

**3.3 Exchange and UNE Zone Listings, (Cont'd.)**

<b>Exchange</b>	<b>UNE Zone</b>	<b>Additional Exchanges</b>
Folly Beach	1	Charleston, Isle of Palms, Mt. Pleasant, Sullivans Island
Fountain Inn	1	Greenville, Simpsonville
Gaffney	3	Blacksburg
Graniteville	2	Aiken, Bath, North Augusta, portion of Beech Island located within the property boundaries of the Savannah River Site
Greenville	1	Blue Ridge, Easley, Fountain Inn, Greer, Liberty, Pickens, Piedmont, Simpsonville, Travelers Rest
Greer	1	Blue Ridge, Greenville, Lyman
Hartsville	1	Darlington, Florence, Lamar, McBee, Patrick, Society Hill, Timmonsville
Hickory Grove	3	Blacksburg, Sharon, York
Honea Path	2	Anderson, Belton, Due West
Isle of Palms	1	Charleston, Folly Beach, Mt. Pleasant, Sullivans Island
Joanna	3	Clinton, Laurens, Laurens Rural
Johnston	3	Edgefield, Ridge Spring
Jonesville	3	Pacolet, Union
Lake View	3	Dillon, Dillon, NC, Florence, Latta

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**SECTION 3.0 - SERVICE AREAS, (CONT'D.)**

**3.3 Exchange and UNE Zone Listings, (Cont'd.)**

<b>Exchange</b>	<b>UNE Zone</b>	<b>Additional Exchanges</b>
Lake Wylie	2	Charlotte, NC, Clover, Gastonia, NC (includes those exchange access lines located in Mill Creek, SC, and vicinity which are a part of the Gastonia, NC, exchange), Lake Wylie West, South Crowders Creek, NC, York
Lake Wylie West	2	Clover, Gastonia, NC (includes those exchange access lines located in Mill Creek, SC, and vicinity which are a part of the Gastonia, NC, exchange), Lake Wylie, South Crowders Creek, NC, York
Latta	3	Dillon, Dillon, NC, Florence, Lake View
Liberty	2	Central, Easley, Greenville, Pickens, Six Mile
Lyman	1	Blue Ridge, Greer, Inman, Spartanburg
Marion	2	Florence, Mullins, Nichols
McColl	3	Bennettsville, Blenheim, Clio
Mill Creek	N/A	Belmont, NC, Bessemer City, NC, Clover, Gastonia, NC, Kings Mountain, NC, Lake Wylie, Lake Wylie West, Lowell, NC, Mt. Holly, NC, South Crowders Creek, NC, Stanley, NC
Mt. Pleasant	1	Charleston, Folly Beach, Isle of Palms, Sullivans Island
Mullins	2	Florence, Floyds, Marion, Nichols
Newberry	3	Chapin-Little Mountain North, Prosperity, Whitmire
New Ellenton	2	Aiken, Jackson, portion of Beech Island located within the property boundaries of the Savannah River Site
Newtonville	N/A	Gibson, NC, Laurel Hill, NC, Laurinburg,
Nichols	2	Florence, Floyds, Marion, Mullins

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**SECTION 3.0 - SERVICE AREAS, (CONT'D.)**

**3.3 Exchange and UNE Zone Listings, (Cont'd.)**

<b>Exchange</b>	<b>UNE Zone</b>	<b>Additional Exchanges</b>
Pickens	2	Central, Easley, Greenville, Liberty, Six Mile
Piedmont	1	Greenville
Prosperity	3	Chapin-Little Mountain North, Newberry
Rowland	N/A	Fairmont, NC, Lumberton, NC, Maxton, NC, Parkton, NC, Pembroke, NC, Red Springs, NC, Rowland, NC, St. Pauls, NC
Salem	2	Seneca, Walhalla, Westminster
Seneca	2	Clemson, Salem, Walhalla, Westminster
Sharon	3	Hickory Grove, York
Six Mile	2	Central, Clemson, Easley, Liberty, Pickens
Society Hill	2	Darlington, Florence, Hartsville
Spartanburg	1	Chesnee, Cowpens, Enoree, Inman, Lyman, Pacolet, Woodruff
Springfield-Salley	3	Wagener
St. George	3	Harleyville
Sullivan's Island	1	Charleston, Folly Beach, Isle of Palms, Mt. Pleasant
Summerville	1	Charleston
Timmonsville	1	Darlington, Florence, Hartsville, Lamar
Travelers Rest	1	Blue Ridge, Greenville
Union	3	Jonesville, Lockhart
Walhalla	2	Salem, Seneca, Westminster
Westminster	2	Salem, Seneca, Walhalla
Whitmire	3	Newberry
Williamston	2	Anderson, Belton, Pelzer
York	2	Clover, Hickory Grove, Lake Wylie, Lake Wylie West, Rock Hill, Sharon, South Crowders Creek, NC

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**SECTION 4.0 - BASIC SERVICES AND RATES**

**4.1 Call Timing for Usage Sensitive Services**

Where charges for a service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

- 4.1.1** Calls are measured in durational increments identified for each service. All calls which are fractions of a measurement increment are rounded-up to the next whole unit.
- 4.1.2** Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s).
- 4.1.3** Timing terminates on all calls when the calling party hangs up or the Company's network receives an off-hook signal from the terminating carrier.

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**SECTION 4.0 - BASIC SERVICES AND RATES, (CONT'D.)**

**4.2 Description of Basic Local Exchange Service**

**4.2.1 Local Calling Areas**

Geographically defined Local Calling Areas are defined by the Incumbent Local Exchange Company, currently AT&T Southeast (f/n/a BellSouth Telecommunications, Inc. - South Carolina).

**4.2.2 Referral Program**

Any existing Customer who refers a potential customer to the Matrix services listed below will receive a one-time credit should the referred customer subscribe to and remain a Matrix customer for at least 30 days. The referred customer must provide the name of the existing Matrix Customer who made the referral upon ordering the new Matrix service. The credit is applied only once to the Customer's next scheduled bill and expires with that bill. The credit does not apply separately for interstate or intrastate service and cannot be redeemed for cash.

Referral Credit	\$20.00
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**SECTION 4.0 - BASIC SERVICES AND RATES, (CONT'D.)**

**4.2 Description of Basic Local Exchange Service (cont'd)**

**4.2.3 Business Services**

**A. Business Service (T)**

<u>Rate Group</u>	<u>Local Only</u>	<u>Local w/ Long Distance</u>	
1	\$51.05 (I)	\$44.05 (I)	(C)
2	\$52.60 (I)	\$45.60 (I)	
3	\$54.35 (I)	\$47.35 (I)	
4	\$55.75 (I)	\$48.75 (I)	
5	\$57.68 (I)	\$50.68 (I)	
6	\$59.25 (I)	\$52.25 (I)	
7	\$60.75 (I)	\$53.75 (I)	(C)

**B. Analog PBX Service (T)**

<u>Rate Group</u>	<u>Local Only</u>	<u>Local w/ Long Distance</u>	
1	\$56.00 (I)	\$49.00 (I)	(C)
2	\$58.50 (I)	\$51.50 (I)	
3	\$60.75 (I)	\$53.75 (I)	
4	\$63.00 (I)	\$56.00 (I)	
5	\$65.50 (I)	\$58.50 (I)	
6	\$67.75 (I)	\$60.75 (I)	
7	\$70.25 (I)	\$63.25 (I)	(C)

	Monthly Recurring Charge
DID CO Termination	\$35.50

**4.2.4. Initial Service Conversion Charge**

\$10.00 per line or trunk converted, nonrecurring  
\$85.00 per DID CO termination per trunk, nonrecurring

**4.2.5 Installation Charge**

\$60.75 first line or trunk converted, nonrecurring  
\$24.75 additional line or trunk converted, nonrecurring

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**SECTION 4.0 - BASIC SERVICES AND RATES, (CONT'D.)**

**4.2 Description of Basic Local Exchange Service (cont'd)**

**4.2.6 Features**

	MONTHLY RECURRING Charge	NONRECURRING Charge	PER USAGE Charge
Call Return	\$0.00	\$0.00	\$0.75
Continuous Redial	\$0.00	\$0.00	\$0.75
Call Trace	\$0.00	\$0.00	\$1.00
Three-way Conference Calling	\$4.70	\$9.50	\$0.75
Hunting	\$10.15	\$9.50	\$0.00
Call Forward Variable	\$4.70	\$9.50	\$0.00
Call Forward Busy Line	\$2.80	\$9.50	\$0.00
Call Forward Don't Answer	\$2.80	\$9.50	\$0.00
Call Forward Busy Line/Don't Answer	\$5.50	\$9.50	\$0.00
Change Call Blocking	\$0.00	\$0.00	\$0.00
Remote Call Forwarding <sup>1</sup>	\$8.50	\$9.50	\$0.00
Call Waiting	\$4.70	\$9.50	\$0.00
Speed Dial	\$4.70	\$9.50	\$0.00
Speed Dial, Expanded	\$5.65	\$9.50	\$0.00
Caller ID (Name and Number)	\$9.45	\$9.50	\$0.00
Toll Restrict Blocking (business line)	\$4.25	\$9.50	\$0.00
Toll Restrict Blocking (pox trunk)	\$5.20	\$9.50	\$0.00
Vanity Number	\$0.00	\$9.50	\$0.00
3rd # and Collect Blocking	\$0.00	\$0.00	\$0.00
Touch Tone, Per Trunk Equipped	\$0.00	\$0.00	\$0.00
Ground Start	\$0.00	\$0.00	\$0.00

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<sup>1</sup> Not available in all Central Offices

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**SECTION 4.0 - BASIC SERVICES AND RATES, (CONT'D.)**

**4.2 Description of Basic Local Exchange Service (cont'd)**

**4.2.7 DID Number Groups**

	Monthly Recurring <u>Charge</u>	<u>Nonrecurring Charge</u>
20 numbers per group	\$3.75	\$47.50
20 numbers – per additional group	\$3.75	\$14.00

**4.2.8 Directory Listings**

	Monthly Recurring <u>Charge</u>	Nonrecurring <u>Charge</u>
Primary Listing	\$0.00	\$0.00
Additional Listing	\$1.15	\$9.50
Cross Reference Listing	\$1.15	\$9.50
Extra Line Listing	\$1.15	\$9.50
Foreign Listing	\$1.15	\$9.50
Non-Published Listing	\$2.65 (I)	\$9.50
Non-Listed Number	\$0.75	\$9.50

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**SECTION 4.0 - BASIC SERVICES AND RATES, (CONT'D.)**

**4.2 Description of Basic Local Exchange Service (cont'd)**

**4.2.8 Local Directory Assistance**

\$0.40 per call

**4.2.9 Directory Assistance Call Completion<sup>1</sup>**

\$0.30 per call

**4.2.10 Operator Services**

	<u>surcharge</u>	<u>per minute charge</u>
Third Party Billing	\$0.80	\$.3100
Collect	\$0.80	\$.3100
Person to Person	\$2.00	\$.3100
Busy Line Verification	\$0.40	\$.0000
Busy Line Verification 3rd # Billed	\$1.20	\$.0000
Busy Line Verification w/Interrupt	\$0.85	\$.0000

**4.2.11 Presubscription**

A Customer may change their intra and/or interLATA long distance carrier. The Customer will incur a \$10.00 per line, per occurrence charge. A single occurrence can include a change of both the intraLATA and interLATA carriers. All Customers will be notified of this charge prior to finalizing the change in long distance carrier.

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<sup>1</sup> Provided where facilities permit; charges in addition to charges in 3.7

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**SECTION 4.0 - BASIC SERVICES AND RATES, (CONT'D.)**

**4.2 Description of Basic Local Exchange Service (cont'd)**

**4.2.12 Service Restoration Charge**

\$25.00 first line or trunk  
\$9.00 each additional line or trunk

**4.2.13 Service Change Charge**

\$23.50 first line or trunk  
\$8.50 each additional line or trunk

**4.2.14 Intercept Service**

When a switching arrangement for an individual customer (a single line or entire hunt group) is discontinued at an end office, an intercept announcement is provided. This arrangement provides, for ninety (90) days, an announcement that the service associated with the number dialed has been disconnected. There is no charge for this service.

**4.2.15 Time and Material Charges**

First 30 minutes	\$34.00
additional 15 minute increments	\$11.00
first jack installed	\$70.00
each additional jack	\$40.00

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**SECTION 4.0 - BASIC SERVICES AND RATES, (CONT'D.)**

**4.2 Description of Basic Local Exchange Service (cont'd)**

**4.2.16 Local Digital Service Monthly Recurring Charge**

ISDN-PRI – Per D Channel \$100.00

**4.2.17 Local Digital Service Nonrecurring Charge**

ISDN-PRI – Per D Channel \$2500.00

**4.2.18 Optional Features**

The optional features, hunting and vanity numbers, are provided at no additional charge to subscribers of Local Digital Service.

**4.2.19 Presubscription**

A Customer may change their intra and/or interLATA long distance carrier. The Customer will incur a \$5.00 per line, per occurrence charge. A single occurrence can include a change of both the intraLATA and interLATA carriers.

**4.2.20 Miscellaneous Charges**

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
Foreign Exchange Service (Per T)	\$100.00	\$0.00
Service Change Charge	0.00	\$15.00

**4.2.21 Directory Listings**

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
Additional Listing	\$1.50	\$10.00
Extra Line Listing	\$1.50	\$10.00
Foreign Listing	\$3.05	\$10.00
Cross Reference Listing	\$1.50	\$10.00
Non-Listed Number	\$1.50	\$10.00
Non-Published Number	\$2.50 (I)	\$10.00

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**SECTION 4.0 - BASIC SERVICES AND RATES, (CONT'D.)**

**4.2 Description of Basic Local Exchange Service (cont'd)**

**4.2.22 Operator Services**

	Charge
Third Party Billing	\$1.25 plus usage
Collect	\$1.25 plus usage
Person to Person	\$3.25 plus usage
Busy Line Verification	\$1.00
Busy Line Verification w/Interrupt	\$1.50

**4.2.23 Local Directory Assistance**

\$0.40 per call

**4.2.24 Directory Assistance Local Call Completion**

\$0.35 per call<sup>3</sup>

**4.2.25 Time and Material Charges**

Customer shall be responsible for payment of costs associated with installation of new local digital services or other time and material charges imposed on the Company by a Local Exchange Carrier as a prerequisite for installing or maintaining the Customers service, and not already recovered via the Company's existing recurring or nonrecurring charges as outlined herein. The customer will be advised of said charge prior to completion of service and will be given the option to contract an independent technician to complete the work. Hourly Rates are as follows:

	Per Visit
Trouble Isolation	\$75.00
Flat Inside Wire Maintenance	\$100.00
Flat Jack Installation -	
First Jack	\$75.00
Additional Wired	\$25.00
Additional Unwired	\$75.00

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<sup>3</sup> Provided where facilities permit.

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**SECTION 4.0 - BASIC SERVICES AND RATES, (CONT'D.)**

**4.3 Network Exchange Bundled Service**

**4.3.1 General**

Trinsic offers basic local exchange service only as part of a bundle or package of telecommunications services. All packages include local service, long distance service (interstate and intrastate toll) and selected custom calling features. Voice Mail and Optional Internet access <sup>1</sup> may be available with some packages at an additional charge. The aforementioned services are only available as part of the bundled service offering and are not available on an individual service basis. Customers will be billed directly by the Company.

The Company provides Customers with the option of obtaining a Primary Line and Secondary Line per account:

**A. Primary Line**

The initial residential local exchange access line per account.

**B. Secondary Line**

The second or additional residential local exchange access line, billed to the same address as the Primary Line, the Secondary Line will share the monthly call allowance with the Primary Line. The Secondary Line does not automatically include or share any Custom Calling Features. Feature packages may be purchased separately.

Should a Customer with both lines opt to disconnect the Primary Line, the remaining Secondary Line will automatically convert to a Primary Line with all features and functionality of such, and at the Primary Line monthly recurring rate.

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<sup>1</sup> Voice mail and Internet access are not regulated by the Commission.

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**SECTION 4.0 - BASIC SERVICES AND RATES, (CONT'D.)**

**4.3 Network Exchange Bundled Service, (Cont'd.)**

**4.3.1 General, (Cont'd.)**

**C. Network Exchange Bundled Service may include the calling features listed below:**

These features are offered subject to availability of suitable facilities. Certain features may not be available with all classes of services.

In the event Trinsic adds custom calling features to its Network Exchange Bundled Services, such features will be available upon the tariff effective date (where technically feasible) to all new Customers. Existing Customers will be informed of the new features availability but must contact the Company to obtain the new features. Any Service Order Charges, which would normally apply, will be waived.

Call Forwarding - Fixed, Busy Line No Answer - This feature, when activated, redirects attempted terminating calls to another Customer-specified line. Call originating ability is not affected by Call Forwarding - Fixed, Busy Line No Answer. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding - Fixed, Busy Line No Answer is billed for the forwarded leg of the call. Calls cannot be transferred to an International Direct Distance Dialing number.

Caller ID with Name - Allows a Customer to see a caller's name and number previewed on a display screen before the call is answered allowing a Customer to prioritize and or screen incoming calls. Caller ID records the name, number, date and time of each incoming call - including calls that aren't answered by the Customer. Caller ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the Customer to provide the necessary CPE. In areas where Caller ID with Name is not available, Caller ID, which only displays the incoming telephone number, will be substituted.

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**SECTION 4.0 - BASIC SERVICES AND RATES, (CONT'D.)**

**4.3 Network Exchange Bundled Service, (Cont'd.)**

**4.3.1 General, (Cont'd.)**

**C. Network Exchange Bundled Service may include the calling features listed below, (cont'd.):**

Call Forwarding - Variable - a Customer activated feature that automatically transfers all incoming calls from the Customer's telephone number to another dialable telephone number until the Customer deactivates the feature. If forwarded to a long distance number the Subscriber will incur the long distance charges.

Call Trace - Allows a called party to initiate an automatic trace of the last call received. Call Trace is available on a usage basis only. After receiving the call which is to be traced, the Customer dials a code and the traced telephone number is automatically sent to the Company for action. The Customer originating the trace will not receive the traced telephone number. The results of the trace will be furnished only to legally constituted law enforcement agencies or authorities upon proper request by them.

Call Blocking- Call Blocking allows Customer to block calls from different telephone numbers. A screening list is created by Customer either by adding the last number associated with the line (incoming or outgoing) or by pre-selecting the telephone number to be blocked. Callers from such numbers hear an announcement that the calling party is not accepting calls and Customer's phone will not ring. The screening list may be edited and revised at Customer's discretion.

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**SECTION 4.0 - BASIC SERVICES AND RATES, (CONT'D.)**

**4.3 Network Exchange Bundled Service, (Cont'd.)**

**4.3.1 General, (Cont'd.)**

**C. Network Exchange Bundled Service may include the calling features listed below, (cont'd.):**

Distinctive Ring: Distinctive Ring is a feature that allows a Customer to have up to two separate phone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on an incoming call to allow for identification of the number being called. A distinctive call waiting tone is also provided for each telephone number, where facilities permit and Customers subscribe to Call Waiting. Distinctive Ring is offered subject to availability of suitable facilities.

VIP Alert - Allows a customer to program telephone numbers of selected callers, enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone.

Privacy Service- A feature which intercepts calls that are marked "private" and "out of area," or "unavailable" on Caller ID units. When unidentified callers dial the Subscribers number, they will receive an announcement informing them that the party they are calling does not accept calls from unidentified callers. They will receive a prompt to identify their name or state their intention and the service will then attempt to connect the call. Only if the caller responds will the call be connected.

The Subscriber's Caller ID will display the platform number and the name of the service. If the Subscriber chooses not to take the call the caller will hear a message which states the Subscriber is unavailable.

Privacy Service is offered subject to availability of suitable facilities. This service will be provisioned on a line-by-line basis and Customers with more than one line would need to have the service activated on each line if they want the ability to intercept unknown and blocked calls to each line.

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**SECTION 4.0 - BASIC SERVICES AND RATES, (CONT'D.)**

**4.3 Network Exchange Bundled Service, (Cont'd.)**

**4.3.1 General, (Cont'd.)**

**C. Network Exchange Bundled Service may include the calling features listed below, (cont'd.):**

Call Waiting with Caller ID with Name - Call Waiting with Caller ID with Name provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in and allows a Customer to see a caller's name and number previewed on a display screen allowing a Customer to prioritize and or screen incoming calls. This feature permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call. In areas where Caller ID with Name is not available, Caller ID, which only displays the callers telephone number, will be substituted.

Speed Calling - This feature allows a user to dial selected numbers by means of an abbreviated code. This feature is available in either an 8 number or a 30 number capacity. The Speed Calling list can only accommodate a number consisting of 15 digits or less.

Three Way Calling - Permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The Customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

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**SECTION 4.0 - BASIC SERVICES AND RATES, (CONT'D.)**

**4.3 Network Exchange Bundled Service, (Cont'd.)**

**4.3.2 Trinsic Unlimited Service (1)**

Package Price for Trinsic Unlimited

Primary Line, per month	<b>Maximums</b>
UNE Zones 1, 2:	\$200.00
UNE Zone 3:	\$200.00
Secondary Line, per month	
UNE Zones 1, 2:	\$180.00
UNE Zone 3:	\$180.00
New Service Connection Fee, one-time charge, per line <sup>#</sup>	
Per Primary Line:	\$200.00
Per Secondary Line:	\$180.00

Customers may choose to handle payment through a commercial credit card arrangement. Customers will be able to access call detail and billing records on-line via the myzline.com web site.

This service is for use by Residential Customers for the purpose of individual-to-individual two-way residential voice applications. If the Customer uses Trinsic Unlimited Service for non-residential purposes, including but not limited to commercial facsimile, resale, telemarketing, dial-up internet connections, autodialing, three-way calling, voice chat line services, or home office use, the Company may, without notice, suspend, restrict, or cancel the Customer's service or may adjust Customer's service to another plan.

**A. TrinsicHome Unlimited includes the following:**

1. Unlimited toll calling. For toll calls placed away from home, see Trinsic Travel Card in Trinsic's South Carolina Tariff No. 5. Such travel card calls are not included in the monthly toll call allowance for Trinsic Unlimited Service.
2. Local line and unlimited local calling

<sup>#</sup> Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Trinsic.

(1) This service was formerly known as Z-LineHOME Unlimited Service.

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**SECTION 4.0 - BASIC SERVICES AND RATES, (CONT'D.)**

**4.3 Network Exchange Bundled Service, (Cont'd.)**

**4.3.2 Trinsic Unlimited Service, (cont'd.)**

**A.** Trinsic Unlimited includes the following:

3. Primary Line Custom Calling Features Package: Caller ID with Name, Call Waiting with Caller ID with Name, Call Forwarding Variable, Call Trace, Three-Way Calling and Speed Calling included at no charge.

Secondary Line Custom Calling Features Package: Call Forwarding Variable, Call Trace, Call Waiting, Caller ID, Three-Way Calling and Speed Calling may be added for \$8.99 per month.

4. [Reserved for Future Use]

**(D)**

**B. Calling Features**

The following Calling features are available at an additional monthly recurring charge:

Distinctive Ring: Distinctive Ring is a feature that allows a Customer to have up to two separate phone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on an incoming call to allow for identification of the number being called. A distinctive call waiting tone is also provided for each telephone number, where facilities permit and Customers subscribe to Call Waiting. Distinctive Ring is offered subject to availability of suitable facilities.

	<u>Maximum</u>
Monthly Recurring Charge Per Feature:	\$12.00



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**SECTION 4.0 - BASIC SERVICES AND RATES, (CONT'D.)**

**4.3 Network Exchange Bundled Service, (Cont'd.)**

**4.3.3 Trinsic Spectrum Unlimited Service \***

Trinsic Spectrum Unlimited Service is targeted primarily at business customers as a bundled service offering. Customers receive unlimited local and long distance calling including calls completed through the Company's Personal Voice Assistant (PVA) for a flat monthly rate. The primary line also includes the following custom calling features: Caller ID, Call Waiting, Three-Way Calling, Speed Dial and Call Forwarding, as well as one voice mail box<sup>1</sup>. Operator assisted calling, travel card calling and international calling are not included in the flat monthly rate for service. Trinsic Spectrum Unlimited Service is available on up to a maximum of twelve (12) lines per location. Trinsic Communications must be selected as both the local toll and interLATA toll carrier for all of your lines at a single location and on a single billing account. PBX, PBX-like equipment, auto-dialers, dial-up online service, broadcast fax transmissions and data usage traffic are prohibited under this plan. If usage exceeds the average usage per line of all customers on the plan in the Customer's state by five times over a three (3) month period, Customer may be moved to another plan. Customers may purchase additional lines, however custom calling features and voice mail are not available with the purchase of additional lines except through Feature Packages.

**A. Outbound Service**

	<u>Maximum</u>
Primary Line, per month	\$150.00
Additional Lines, per month:	\$150.00
New Service Connection Fee, one-time charge, per line <sup>#</sup>	
Per Primary Line:	\$150.00
Per Secondary Line:	\$150.00

**B. Feature Packages**

Custom Calling Feature Package for Additional Lines includes Caller ID, Call Waiting, Three-Way Calling, Speed Dial and Call Forwarding.

	<u>Maximum</u>
Monthly Rate:	\$20.00

<sup>#</sup> Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Trinsic.

<sup>1</sup> Voice mail is not regulated by the Commission. Voice Mail on Additional Lines may be purchased separately for a monthly fee per mail box.

\* This service was formerly known as TrinsicBUSINESS Simplicity Service.

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**SECTION 4.0 - BASIC SERVICES AND RATES, (CONT'D.)**

**4.3 Network Exchange Bundled Service, (Cont'd.)**

**4.3.3 Trinsic Spectrum Unlimited Service, (Cont'd.) \*\***

**C. Toll Free Service**

Toll Free Service is available to Customers for incoming calls. Calls originate from any interstate or intrastate location over a toll free number and terminate to a Customer-provided business switched access line. Trinsic Spectrum Unlimited Service Customers who migrate their long distance service to another carrier, but who retain Trinsic as the local service provider will keep Trinsic Spectrum Toll Free Service until such time as that service is specifically identified as having migrated to another carrier. Call charges are billed to the Subscriber rather than to the originating caller. Rates are neither time-of-day sensitive nor mileage sensitive. Calls are billed in six (6) second increments. Rates are not mileage or time-of-day sensitive. A Monthly Recurring Charge applies in addition to usage rates.

	<u>Maximum</u>
Rate per minute:	\$2.00
Monthly Recurring Charge, Per toll free access line:	\$10.00
Toll Free Service Installation: *	\$50.00
Vanity Toll Free Number Search:	\$25.00

**D. Travel Card Service**

Trinsic Spectrum Unlimited Travel Card Service is available to Trinsic Spectrum Unlimited Service Customers for calls made away from the Customer's business location and billed to the business account. Calls are billed in six (6) second increments.

	<u>Maximum</u>
Rate Per Minute:	\$2.00

\* The Toll Free Service Installation charge is not applied when a customer migrates from another telephone company, or if Toll Free Service is included with the initial order for service.

\*\* This service was formerly known as TrinsicBUSINESS Simplicity Service.

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**SECTION 4.0 - BASIC SERVICES AND RATES, (CONT'D.)**

**4.3 Network Exchange Bundled Service, (Cont'd.)**

**4.3.4 ISP Service Plan**

ISP Service Plan is offered to Customers who subscribe to Trinsic Unlimited Service in conjunction with a participating Internet Service Provider (ISP). The participating ISP must have a previously established service participation agreement with the Company. As part of this service, the Customer may utilize local dial-up access numbers of a participating ISP for internet access for up to 3000 minutes per month and the dial-up internet connection restriction associated with Trinsic Unlimited will not apply to those 3000 minutes per month. All other Trinsic Unlimited Service rates and restrictions apply.

**SECTION 4.0 - BASIC SERVICES AND RATES, (CONT'D.)**

**4.3 Network Exchange Bundled Service, (Cont'd.)**

**4.3.5 [Reserved for Future Use]**

(D)

(D)

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**SECTION 4.0 - BASIC SERVICES AND RATES, (CONT'D.)**

**4.6 Trinsic Spectrum Plus Service**

Trinsic Spectrum Plus Service is a local exchange service for small business Customers consisting of a local exchange line for a monthly recurring charge and unlimited local calling. Calling features are available with the local exchange service for an additional monthly recurring charge per feature.

**4.6.1 Local Exchange Service**

**A. Local Business Line**

A local exchange line with unlimited local calling includes Hunting only if Customers request the Hunting calling feature when placing the order for service.

	Maximum	
	BellSouth	Verizon
Monthly Rate:	\$75.00	\$75.00
Service Connection Fee, one-time charge per line <sup>1</sup>		
Per Line:	\$100.00	\$100.00

Customers who sign a one (1) or two (2) year agreement will, based upon contract term and number of access lines, subscribed to Trinsic in this state or nationwide, receive a percentage discount on Spectrum Plus local exchange service as noted below. The percentage discount does not apply to FCC line charges.

	Term	
	Maximum	
Lines	1 Year	2 Year
200	15%	15%
1000	25%	25%
2000	35%	35%

<sup>1</sup> Service Connection fee is waived for those customers who retain their existing telephone number when switching their service to Trinsic. The charge will apply if additional lines are transferred to Trinsic after the initial order.

\* This service was formerly known as Trinsic Business Plus Service.

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**SECTION 4.0 - BASIC SERVICES AND RATES, (CONT'D.)**

**4.6 Trinsic Spectrum Plus Service, (Cont'd.)**

**4.6.1 Local Exchange Service, (Cont'd.)**

**B. Calling Features**

The following Calling features are available at an additional monthly recurring charge: Call Forwarding; Call Forwarding-Busy; Call Forwarding-No Answer; Speed Calling; Caller ID; Call Waiting, Three-Way Calling, and Distinctive Ring, as described in Section 4.6.6.

	Maximum	
	BellSouth	Verizon
Monthly Recurring Charge Per Feature:	\$6.00	\$6.00
Monthly Recurring Charge, Feature Pack (3 or more):	\$18.00	\$18.00

\* This service was formerly known as Trinsic Business Plus Service.

**SECTION 4.0 - BASIC SERVICES AND RATES, (CONT'D.)**

**4.6 Trinsic Spectrum Plus Service, (Cont'd.)**

**4.6.2 Trinsic Spectrum Plus Toll Service**

For a full description of the long distance portion of Trinsic Spectrum Plus Service please see the Company's South Carolina Tariff No. 3. (T)

**4.6.3 Trinsic Spectrum Plus Toll Free Service**

For a full description of the long distance portion of Trinsic Spectrum Plus Service please see the Company's South Carolina Tariff No. 3. (T)

**4.6.4 Travel Card Service**

For a full description of the long distance portion of Trinsic Spectrum Plus Service please see the Company's South Carolina Tariff No. 3. (T)

**4.6.5 Business Network Service**

For a full description of the long distance portion of Trinsic Spectrum Plus Service please see the Company's South Carolina Tariff No. 3. (T)

(D)

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**SECTION 4.0 - BASIC SERVICES AND RATES, (CONT'D.)**

**4.6 Trinsic Spectrum Plus Service, (Cont'd.)**

**4.6.6 Calling Features**

Customers subscribing to Trinsic Spectrum Plus Service may also subscribe to the following Calling Features.

Call Forwarding - Call Forwarding, when activated, redirects attempted terminating calls to another Customer-specific line. The Customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding is billed for the forwarded leg of the call. Calls cannot be transferred to an International Direct Distance Dialing number.

Call Forwarding -Busy - Permanently routes incoming calls to a predetermined telephone number when the called line is busy.

Call Forwarding - No Answer - Permanently routes incoming calls to a specified number, selected by the Customer, when the called line is unanswered.

Speed Calling - This feature allows a user to dial selected numbers by means of an abbreviated code. This feature is available in an 8 number capacity. The Speed Calling list can only accommodate a number consisting of 15 digits or less.

\* This service was formerly known as Trinsic Business Plus Service.



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**SECTION 4.0 - BASIC SERVICES AND RATES, (CONT'D.)**

**4.6 Trinsic Spectrum Plus Service, (Cont'd.)**

**4.6.6 Calling Features, Cont'd.**

Caller ID - Allows a Customer to see a caller's telephone number previewed on a display screen before the call is answered allowing a Customer to prioritize and or screen incoming calls. Caller ID records the number, date and time of each incoming call - including calls that aren't answered by the Customer. Caller ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the Customer to provide the necessary CPE.

Call Waiting - Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. This feature permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call. Customers must actively choose this feature on a line-by-line basis. Call Waiting is not available on lines enabled for Rotary Hunting.

Three Way Calling - Permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The Customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

Hunting - Routes a call to an idle station line in a prearranged group when the called station line is busy. This feature is available at no charge but must be requested by the Customer.

\* This service was formerly known as Trinsic Business Plus Service.

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**SECTION 4.0 - BASIC SERVICES AND RATES, (CONT'D.)**

**4.6 Trinsic Spectrum Plus Service, (Cont'd.)**

**4.6.7 Remote Call Forwarding (RCF) Service**

Remote Call Forwarding allows all calls dialed to a telephone number equipped for RCF to be automatically forwarded to another dialable exchange or 800 service telephone number. The calling party pays only the applicable charges to call the number equipped with an RCF feature, while the RCF customer pays the applicable charges for the forwarded portion of the call. RCF Service is offered subject to availability of suitable facilities.

**A. Usage Charges**

Minutes of use are decremented from the available minutes in the presubscribed service purchased by the Customer. Minutes used in excess of the allotted minutes will be billed at the rate in effect for the presubscribed service. (See Section 4.6 of this tariff).

**B. Monthly Recurring Charge**

	Maximum	
	BellSouth	Verizon
Per line:	\$30.00	\$30.00

\* This service was formerly known as Trinsic Business Plus Service.

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**SECTION 4.0 - BASIC SERVICES AND RATES, (CONT'D.)**

**4.7 Affinity Pricing Plan - Trinsic Discount Program**

The Trinsic Affinity Pricing Plan - Trinsic Discount Program offers discounts on specific Trinsic services to members of trade associations that represent business entities or individuals within an industry, professional or business classification; employees of business entities; members of organizations with affiliated franchisees, independent agents, independent distributors or business representatives; entities that are members of a buying group not organized only for the purpose of qualifying for the discounts provided herein; non-profit entities affiliated with non-profit chapters, agencies, administrative offices or organizations affiliated with charitable, religious, educational, scientific and literary organizations, or customers or members of commercial organizations or institutions, who have entered into an Affinity Marketing Agreement with the Company.

Customers will receive a 10% discount on the Monthly Recurring Charge for the following services: Trinsic Unlimited, Trinsic Value with PVA, Trinsic Basic with PVA. The discount will remain in place as long as the employee, individual or member remains and employee, individual or member of the affinity group. All other terms and conditions of the above-mentioned tariffed services apply.

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## **SECTION 5.0 - MISCELLANEOUS SERVICES AND RATES**

### **5.1 Service Order and Change Charges**

Nonrecurring charges apply to processing Service Orders for new service, for changes in service, and for changes in the Customer's primary interexchange carrier (PIC) code.

#### **5.1.1 Service Order Charges**

Primary Service Connection Charge - applies to requests for initial connection or establishment of telephone service to the Company.

Secondary Service Connection Charge - applies to the second or additional line of a new access line installation and connection and customer requests for an inside move, change or addition to regular service. This charge applies only when the second or additional line is ordered simultaneously with the initial connection for service.

Transfer of Service Charge, Primary Line - applies to the first line of a Transfer of Service Order, (TOS) when a customer requests a move or change in physical location. This charge applies whether a customer changes telephone number or not. If, in addition, the Customer requests the telephone number be changed, a separate charge may apply.

Transfer of Service Charge, Secondary Line - applies to the second, or third, etc., line of a Transfer of Service Order, (TOS) when a customer requests a move or change in physical location. This charge applies whether a customer changes telephone number or not. If, in addition, the Customer requests the telephone number be changed, a separate charge may apply.

Premises Visit Charge - A separate Premises Visit Charge applies, in addition to all other charges for the visit, when a visit to the Customer's premises is necessary to isolate a problem reported to the Company.

Service Order Charge - This charge, applicable to Business Customers only, applies to customer-requested changes in service not covered specifically on other identified nonrecurring service order and change charges. This charge is applied in cases where Hunting is added after the initial order is placed.

Toll Free Directory Listing - This is a one-time charge, applicable to Business Customers, and is imposed when a Customer requests the toll free number to be listed.

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**SECTION 5.0 - MISCELLANEOUS SERVICES AND RATES, (CONT'D.)**

**5.1 Service Order and Change Charges, (Cont'd.)**

**5.1.1 Service Order Charges, (cont'd.)**

Missed Appointment Charge - The Customer shall be responsible for the payment of a Missed Appointment Charge as set forth herein for visits by the Company's agents or employees, at the Customer's request, to the Premises of the Customer, when the Customer fails to meet the Company's agent or employees for the prearranged appointment as requested.

**5.1.2 Change Order Charges**

Change Order Charges apply to work associated with providing exchange line service or customer-requested changes to existing services. One charge applies for each change order requested by the customer. If multiple changes listed below are requested by the Customer and occur on the same order/request one charge only applies. A Change Order Service Charge applies to the following customer-initiated changes:

Feature or Feature Pack Change Order - applies when a customer requests a change, adding or removing a feature or feature pack.

Toll Restriction Fee Order - applies when a Customer requests a change, adding or removing Toll Restriction Service.

Telephone Number Change Order - applies to each telephone number change request/order.

Long Distance Minutes Pack Change Order - applies to residential Customers who request/order a change to add or delete an LD Minutes Pack.

Listing Change Charge - applies when a Customer requests/orders a change to add or delete a white pages listing or requests a change to add/delete listings. This charge also applies to request for Non-Published or Non-Listed numbers.

Change Charge - applies when a residential Customer requests/orders a change in service from Trinsic Basic Service to Trinsic Standard Service or from Trinsic Standard Service to Trinsic Basic Service.

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**SECTION 5.0 - MISCELLANEOUS SERVICES AND RATES, (CONT'D.)**

**5.1 Service Order and Change Charges, (Cont'd.)**

**5.1.3 Record Change Charges**

A Record Change charge applies when a Customer requests/orders a change to Company records such as adding/changing a name on said Customer's account, changing billing address or contact information, adding/changing the person(s) authorized to make changes on said Customer's account.

**5.1.4 Miscellaneous Charges**

Duplicate Invoice - applies each time a Customer requests an additional copy of a current bill or invoice.

Call Detail Report - applies each time a Customer requests local call detail for a given month.

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**SECTION 5.0 - MISCELLANEOUS SERVICES AND RATES, (CONT'D.)**

**5.1 Service Order and Change Charges, (Cont'd.)**

**5.1.5 Rates**

	<b>Maximum Rates</b>	
	<b>Residence</b>	<b>Business</b>
Service Order Charges		
Primary Service Connection Charge	#	
Secondary Service Connection Charge	#	
Transfer of Service Charge, Primary	\$110.00	\$130.00
Transfer of Service Charge, Secondary	\$110.00	\$130.00
Service Order Charge	N/A	\$30.00
Toll Free Directory Listing	N/A	\$30.00
Missed Appointment Charge	N/A	\$200.00
Premises Visit Charge	N/A	\$200.00
Change Order Service Charges		
Feature or Feature Pack Change Order	\$20.00	\$55.00
Toll Restriction Fee Order	\$20.00	\$55.00
Telephone Number Change Order	\$20.00	\$55.00
Long Distance Minutes Pack Change Order	\$20.00	\$55.00
Listing Change Charge	\$20.00	\$55.00

# Service Connection charges are listed with the rates for each specific tariffed service.

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**SECTION 6.0 - CURRENT PRICE LIST**

**6.1 Basic Services and Rates**

**6.1.1 Network Exchange Bundled Service**

**A. Trinsic Standard Service\*\* (1)**

Package Price for Trinsic Standard Service

Primary Line, per month \$62.48 (I)

Secondary Line, per month \$34.49 (I)

Service Connection Fee, one time charge per line #

Primary Line \$69.99

Secondary Line \$55.00

Trinsic Standard Service includes the following:

1. A monthly allowance of 200 free minutes of interstate and intrastate toll calling. Toll calls are billed in sixty (60) second increments. For toll calls placed away from home, see Trinsic Travel Card in Trinsic's SC Tariff No. 5. Such travel card calls are not included in the monthly toll call allowance for Trinsic Standard Service.

Toll calls within 200 minute allowance	Per minute rate
Direct Dial Access	\$0.00

Toll calls above 200 minute allowance	Per minute rate
Direct Dial Access	\$0.10

2. Local line and unlimited local exchange calling.
3. Primary Line Custom Calling Features Package: Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Three-Way Calling and Speed Calling included at no charge.  
Secondary Line Custom Calling Features Package: (Call Waiting, Caller ID, Three-Way Calling and Speed Calling) may be added for \$8.99 per month.
4. [Reserved for Future Use]
5. Distinctive Ring Calling Feature:

Monthly Recurring Charge Per Feature:	\$3.00
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# Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Trinsic.

*\*\*This option grandfathered effective September 30, 2002 and is available to existing customers only.*

(1) This service was formerly known as South Carolina Home Edition – Standard Service.

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**SECTION 6.0 - CURRENT PRICE LIST, (CONT'D.)**

**6.1 Basic Services and Rates, (Cont'd.)**

**6.1.1 Network Exchange Bundled Service**

**B. Trinsic Unlimited Service (1)**

Package Price for Trinsic Unlimited

Primary Line, per month	
UNE Zones 1, 2:	\$65.48 (I)
UNE Zone 3:	\$70.48 (I)
Secondary Line, per month	
UNE Zones 1, 2:	\$41.48 (I)
UNE Zone 3:	\$45.49 (I)
New Service Connection Fee, one-time charge, per line <sup>#</sup>	
Per Primary Line:	\$69.99
Per Secondary Line:	\$55.00

Customers may choose to handle payment through a commercial credit card arrangement. Customers will be able to access call detail and billing records on-line via the myzline.com web site.

This service is for use by Residential Customers for the purpose of individual-to-individual two-way residential voice applications. If the Customer uses Trinsic Unlimited Service for non-residential purposes, including but not limited to commercial facsimile, resale, telemarketing, dial-up internet connections, autodialing, three-way calling, voice chat line services, or home office use, the Company may, without notice, suspend, restrict, or cancel the Customer's service or may adjust Customer's service to another plan.

**A. Trinsic Unlimited includes the following:**

1. Unlimited toll calling. For toll calls placed away from home, see Trinsic Travel Card in Trinsic's South Carolina Tariff No. 5. Such travel card calls are not included in the monthly toll call allowance for Trinsic Unlimited Service.
2. Local line and unlimited local calling

<sup>#</sup> Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Trinsic.

(1) This service was formerly known as TrisicHome Unlimited Service.

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**SECTION 6.0 - CURRENT PRICE LIST, (CONT'D.)**

**6.1 Basic Services and Rates, (Cont'd.)**

**6.1.1 Network Exchange Bundled Service, (Cont'd.)**

**B. Trinsic Unlimited Service, (Cont'd.) (1)**

**A. Trinsic Unlimited includes the following:**

3. Primary Line Custom Calling Features Package: Caller ID with Name, Call Waiting with Caller ID with Name, Call Forwarding Variable, Call Trace, Three-Way Calling and Speed Calling included at no charge.

Secondary Line Custom Calling Features Package: Call Forwarding Variable, Call Trace, Call Waiting, Caller ID, Three-Way Calling and Speed Calling may be added for \$8.99 per month.

4. [Reserved for Future Use]

**(D)**

**B. Calling Features**

The following Calling features are available at an additional monthly recurring charge:

Distinctive Ring: Distinctive Ring is a feature that allows a Customer to have up to two separate phone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on an incoming call to allow for identification of the number being called. A distinctive call waiting tone is also provided for each telephone number, where facilities permit and Customers subscribe to Call Waiting. Distinctive Ring is offered subject to availability of suitable facilities.

Monthly Recurring Charge Per Feature: \$3.00

- (1) This service was formerly known as TrinsicHome Unlimited Service.

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**SECTION 6.0 - CURRENT PRICE LIST, (CONT'D.)**

**6.1 Basic Services and Rates, (Cont'd.)**

**6.1.1 Network Exchange Bundled Service, (Cont'd.)**

**D. Trinsic Spectrum Unlimited Service (1)**

**.1 Outbound Service**

Primary Line, per month	\$65.99 (I)
Additional Lines, per month:	\$55.99 (I)
New Service Connection Fee, one-time charge, per line #	
Per Primary Line:	\$49.99
Per Secondary Line:	\$49.99

**.2 Feature Packages**

Monthly Rate:	\$4.95
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**.3 Toll Free Service**

Rates are neither time-of-day sensitive nor mileage sensitive. Calls are billed in six (6) second increments. Rates are not mileage or time-of-day sensitive. A Monthly Recurring Charge applies in addition to usage rates.

Rate per minute:	\$0.049
Monthly Recurring Charge, Per toll free access line:	\$3.00
Toll Free Service Installation: *	\$20.00
Vanity Toll Free Number Search:	\$9.99

**.4 Travel Card Service**

Calls are billed in six (6) second increments.

Rate Per Minute:	\$0.049
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\* The Toll Free Service Installation charge is not applied when a customer migrates from another telephone company, or if Toll Free Service is included with the initial order for service.

# Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Trinsic.

(1) This service was formerly known as Business Simplicity Service.

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**SECTION 6.0 - CURRENT PRICE LIST, (CONT'D.)**

**6.1 Basic Services and Rates, (Cont'd.)**

**6.1.3 [Reserved for Future Use]**

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(D)

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**SECTION 6.0 - CURRENT PRICE LIST, (CONT'D.)**

**6.1 Basic Services and Rates, (Cont'd.)**

**6.1.4 TrinsicBUSINESS A La Carte Service\*\***

Trinsic Business A La Carte service is targeted at small business Customers and provides options based on the Customers calling patterns and estimated usage. Customers who subscribe to this service must designate Trinsic as the presubscribed carrier for local calling concurrent with enrollment for this service. TrinsicBusiness A La Carte provides Customers with the option of selecting Trinsic for toll services.

**A. Local Exchange Service**

**.1 Local Access Line**

Local Business Line  
Monthly Rate

\$37.99

Service Connection Fee, one-time charge per line <sup>1</sup>  
Per Line

\$49.99

<sup>1</sup>Service Connection fee is waived for those customers who retain their existing telephone number when switching their service to Trinsic. The charge will apply if additional lines are transferred to Trinsic after the initial order.

*\*\*This service grandfathered effective May 31, 2003 and is available to existing Customers only.*

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**SECTION 6.0 - CURRENT PRICE LIST, (CONT'D.)**

**6.1 Basic Services and Rates, (Cont'd.)**

**6.1.4 TrinsicBUSINESS A La Carte Service, (Cont'd.)\*\***

**B. Toll Service**

**.1 Long Distance Service**

Long distance service is billed in six (6) second increments.

Rate Per Minute: \$0.079

**2. Long Distance Calling Packs**

Customers may choose to purchase Long Distance Calling Packs which provide a set number of long distance calling minutes for a flat rate per month. Toll Free Service is not included in Long Distance Calling Packs. Minutes above the purchased Calling Pack are billed in six (6) second increments.

LD Minutes			LD Minutes Pack	
			Monthly Rate	Intrastate Overage
1,000	Long Distance Minutes	Pack	\$59.00	\$0.069
5,000	Long Distance Minutes	Pack	\$245.00	\$0.059

*\*\*This service grandfathered effective May 31, 2003 and is available to existing Customers only.*

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**SECTION 6.0 - CURRENT PRICE LIST, (CONT'D.)**

**6.1 Basic Services and Rates, (Cont'd.)**

**6.1.4 TrinsicBUSINESS A La Carte Service, (Cont'd.)\*\***

**C. Toll Free Service**

Toll Free Service is available to Customers for incoming calls. Calls originate from any interstate or intrastate location over a toll free number and terminate to a Customer-provided business switched access line. TrinsicBusiness A La Carte Customers who migrate their long distance service to another carrier, but who retain Trinsic as the local service provider will keep Trinsic Toll Free Service until such time as that service is specifically identified as having migrated to another carrier. Call charges are billed to the Subscriber rather than to the originating caller. Rates are neither time-of-day sensitive nor mileage sensitive. Calls are billed in six (6) second increments. Rates are not mileage or time-of-day sensitive. A Monthly Recurring Charge applies in addition to usage rates.

Rate per minute:

\$0.069

Monthly Recurring Charge

Per toll free access line

\$ 3.00

Toll Free Service Installation

\$20.00

Vanity Toll Free Number Search

\$ 9.99

*\*\*This service grandfathered effective May 31, 2003 and is available to existing Customers only.*

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**SECTION 6.0 - CURRENT PRICE LIST, (CONT'D.)**

**6.1 Basic Services and Rates, (Cont'd.)**

**6.1.4 TrinsicBUSINESS A La Carte Service, (Cont'd.)\*\***

**D. Business Network Rate Service**

Business Network Rate Service is available to Trinsic business Customers for outbound calling from presubscribed lines. This service allows Trinsic Business A La Carte Customers presubscribed to Trinsic for long distance service to call other Trinsic Customers without depleting the call allowance for the plan the Customer has chosen. Call may be made to other Trinsic business Customers or to Trinsic residential Customers. Calls are billed in six (6) second increments after the initial minimum period of six (6) seconds and originate and terminate on Customer-provided switched access lines. Rates are not mileage or time-of-day sensitive.

Rate per minute: \$0.039

*\*\*This service grandfathered effective May 31, 2003 and is available to existing Customers only.*



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**SECTION 6.0 - CURRENT PRICE LIST, (CONT'D.)**

**6.1 Basic Services and Rates, (Cont'd.)**

**6.1.4 TrinsicBUSINESS A La Carte Service, (Cont'd.)\*\***

**E. Calling Features**

These features are offered subject to availability of suitable facilities. TrinsicBusiness A La Carte may include the calling features listed below:

Call Forwarding - Fixed - Call Forwarding- Fixed, when activated, redirects attempted terminating calls to another Customer-specific line. The Customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding-Fixed. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding-Fixed is billed for the forwarded leg of the call. Calls cannot be transferred to an International Direct Distance Dialing number.

Speed Calling - This feature allows a user to dial selected numbers by means of an abbreviated code. This feature is available in an 8 number capacity. The Speed Calling list can only accommodate a number consisting of 15 digits or less.

Caller ID - Allows a Customer to see a caller's telephone number previewed on a display screen before the call is answered allowing a Customer to prioritize and or screen incoming calls. Caller ID records the number, date and time of each incoming call - including calls that aren't answered by the Customer. Caller ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the Customer to provide the necessary CPE.

Call Waiting - Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. This feature permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call. Customers must actively choose this feature on a line-by-line basis. Call Waiting is not available on lines enabled for Rotary Hunting.

*\*\*This service grandfathered effective May 31, 2003 and is available to existing Customers only.*

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**SECTION 6.0 - CURRENT PRICE LIST, (CONT'D.)**

**6.1 Basic Services and Rates, (Cont'd.)**

**6.1.4 TrinsicBUSINESS A La Carte Service, (Cont'd.)\*\***

**E. Calling Features, (Cont'd.)**

Three Way Calling - Permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The Customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

Hunting - Routes a call to an idle station line in a prearranged group when the called station line is busy. This feature is available at no charge but must be requested by the Customer.

Distinctive Ring: Distinctive Ringing is a feature that allows Customer to have up to two separate phone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on an incoming call to allow for identification of the number being called. A distinctive call waiting tone is also provided for each telephone number, where facilities permit and Customers subscribe to Call Waiting. Distinctive Ring is offered subject to availability of suitable facilities.

**a. Rates**

.1	Monthly Rates, per Feature:	\$3.00
.2	Monthly Rate, Feature Pack, (3 or more features):	\$9.00

*\*\*This service grandfathered effective May 31, 2003 and is available to existing Customers only.*

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**SECTION 6.0 - CURRENT PRICE LIST, (CONT'D.)**

**6.1 Basic Services and Rates, (Cont'd.)**

**6.1.4 TrinsicBUSINESS A La Carte Service, (Cont'd.)\*\***

**F. Guarantee Incentive Program**

If a Customer is not satisfied with the Trinsic Business A La Carte Service, for any reason, during the first ninety (90) days of service, Trinsic will switch the Customer back to the Customer's previous local exchange provider at no charge. The Customer will not be required to pay any installation charges incurred when switching back to their previous local service provider. This offer only applies to installation charges on existing business lines migrated back to the local service provided subscribed to before switching to Trinsic. This offer does not extend to any new service lines established with Trinsic that are switched back to the previous provider. Customers requesting a switch to the previous provider must have a zero billed balance with Trinsic. Customers will be required to complete and sign a form requesting this offer. This form may be obtained by calling Trinsic's toll free customer service telephone number.

*\*\*This service grandfathered effective May 31, 2003 and is available to existing Customers only.*

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**SECTION 6.0 - CURRENT PRICE LIST, (CONT'D.)**

**6.1 Basic Services and Rates, (Cont'd.)**

**6.1.4 TrinsicBUSINESS A La Carte Service, (Cont'd.)\*\***

**G. Remote Call Forwarding (RCF) Service**

Remote Call Forwarding allows all calls dialed to a telephone number equipped for RCF to be automatically forwarded to another dialable exchange or 800 service telephone number. The calling party pays only the applicable charges to call the number equipped with an RCF feature, while the RCF customer pays the applicable charges for the forwarded portion of the call. RCF Service is offered subject to availability of suitable facilities.

**.1 Usage Charges**

Minutes of use are decremented from the available minutes in the presubscribed service purchased by the Customer. Minutes used in excess of the allotted minutes will be billed at the rate in effect for the presubscribed service. (See Section 4.6 of this tariff).

**.2 Monthly Recurring Charge**

Per line: \$15.00

*\*\*This service grandfathered effective May 31, 2003 and is available to existing Customers only.*

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**SECTION 6.0 - CURRENT PRICE LIST, (CONT'D.)**

**6.1 Basic Services and Rates, (Cont'd.)**

**6.1.5 Trinsic Spectrum Plus Service \***

**A. Local Exchange Service**

**.1 Local Business Line**

A local exchange line with unlimited local calling includes Hunting only if Customers request the Hunting calling feature when placing the order for service.

	BellSouth	Verizon
Monthly Rate:	\$38.50	\$57.00
Service Connection Fee, one-time charge per line <sup>1</sup>		
Per Line:	\$49.99	\$49.00

Customers who sign a one (1) or two (2) year agreement will, based upon contract term and number of access lines, subscribed to Trinsic in this state or nationwide, receive a percentage discount on Spectrum Plus local exchange service as noted below. The percentage discount does not apply to FCC line charges.

	Term	
Lines	1 Year	2 Year
200	5%	5%
1000	10%	15%
2000	15%	16%

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**SECTION 6.0 - CURRENT PRICE LIST, (CONT'D.)**

**6.1 Basic Services and Rates, (Cont'd.)**

**6.1.5 Trinsic Spectrum Plus Service \*, (Cont'd.)**

**A. Local Exchange Service, (Cont'd.)**

**.2 Calling Features**

The following Calling features are available at an additional monthly recurring charge: Call Forwarding; Call Forwarding-Busy; Call Forwarding-No Answer; Speed Calling; Caller ID; Call Waiting, Three-Way Calling, and Distinctive Ring, as described in Section 4.6.6.

	BellSouth	Verizon
Monthly Recurring Charge Per Feature:	\$3.00	\$3.00
Monthly Recurring Charge, Feature Pack (3 or more):	\$9.00	\$9.00

<sup>1</sup> Service Connection fee is waived for those customers who retain their existing telephone number when switching their service to Trinsic. The charge will apply if additional lines are transferred to Trinsic after the initial order.

\* This service was formerly known as Trinsic Business Plus Service.

**SECTION 6.0 - CURRENT PRICE LIST, (CONT'D.)**

**6.1 Basic Services and Rates, (Cont'd.)**

**6.1.5 Trinsic Spectrum Plus Service, (Cont'd.) \***

**B. Trinsic Spectrum Plus Toll Service**

For a full description of the long distance portion of Trinsic Spectrum Plus Service please see the Company's South Carolina Tariff No. 3.

**(T)**

**C. Trinsic Spectrum Plus Toll Free Service**

For a full description of the long distance portion of Trinsic Spectrum Plus Service please see the Company's South Carolina Tariff No. 3.

**(T)**

**D. Travel Card Service**

For a full description of the long distance portion of Trinsic Spectrum Plus Service please see the Company's South Carolina Tariff No. 3.

**(T)**

**E. Business Network Service**

For a full description of the long distance portion of Trinsic Spectrum Plus Service please see the Company's South Carolina Tariff No. 3.

**(T)**

**(D)**

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**SECTION 6.0 - CURRENT PRICE LIST, (CONT'D.)**

**6.1 Basic Services and Rates, (Cont'd.)**

**6.1.5 Trinsic Spectrum Plus Service, (Cont'd.) \***

**F. Remote Call Forwarding (RCF) Service**

**.1 Usage Charges**

Minutes of use are decremented from the available minutes in the presubscribed service purchased by the Customer. Minutes used in excess of the allotted minutes will be billed at the rate in effect for the presubscribed service. (See Section 10.1.5 of this tariff).

**.2 Monthly Recurring Charge**

	BellSouth	Verizon
Per line:	\$15.00	\$15.00

\* This service was formerly known as Trinsic Business Plus Service.



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**SECTION 6.0 - CURRENT PRICE LIST, (CONT'D.)**

**6.1 Basic Services and Rates, (Cont'd.)**

**6.1.6 Trinsic Complete Local\*\***

Per line, per month	\$59.98*(I)
Primary Service Connection Charge, per line	\$69.99
Secondary Service Connection Charge, per line	\$55.00

**6.1.7 Trinsic Complete Residential**

**1. Trinsic Complete Plus\*\***

Trinsic Complete Plus, per month	\$43.98*(I)
Trinsic Complete Plus with International Option, per month	\$46.98*(I)
Primary Service Connection Charge, per line	\$69.99
Secondary Service Connection Charge, per line	\$55.00

Direct dialed outbound intraLATA toll, intrastate and interstate calls are charged as specified in the Company's South Carolina Tariff No. 3 and the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

\* Charges such as (but not limited to) service connection and other nonrecurring charges, operator assistance, directory assistance, directory listings, data surcharge, blocking options, taxes, surcharges, and per use charges may be applicable in addition to this monthly recurring charge.

\*\* This service grandfathered effective February 1, 2006 and is available to existing Customers only.

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**SECTION 6.0 - CURRENT PRICE LIST, (CONT'D.)**

**6.1 Basic Services and Rates, (Cont'd.)**

**6.1.7 Trinsic Complete Residential (Cont'd)**

**.2 Trinsic Complete Nation \*\***

Trinsic Complete Nation, per bundle, per month	\$76.48*(I)
Trinsic Complete Nation with International Option, per bundle, per month	\$79.48*(I)
Primary Service Connection Charge, per line	\$69.99
Secondary Service Connection Charge, per line	\$55.00

Unlimited direct dialed outbound intraLATA toll, intrastate and interstate calls, including calls to Canada for the International Option, as specified in the Company's South Carolina Tariff No. 3 and the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

\* Charges such as (but not limited to) service connection and other nonrecurring charges, operator assistance, directory assistance, directory listings, data surcharge, blocking options, taxes, surcharges, and per use charges may be applicable in addition to this monthly recurring charge.

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**SECTION 6.0 - CURRENT PRICE LIST, (CONT'D.)**

**6.1 Basic Services and Rates, (Cont'd.)**

**6.1.7 Trinsic Complete Residential (Cont'd)**

**3. Trinsic Complete Nation II\*\***

Trinsic Complete Nation II, per bundle, per month	\$73.98*(I)
Trinsic Complete Nation II with International Option, per bundle, per month	\$76.98*(I)

Primary Service Connection Charge, per line	\$69.99
Secondary Service Connection Charge, per line	\$55.00

Unlimited direct dialed outbound intraLATA toll, intrastate and interstate calls, including calls to Canada for the International Option, as specified in the Company's South Carolina Tariff No. 3 and the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

\* Charges such as (but not limited to) service connection and other nonrecurring charges, operator assistance, directory assistance, directory listings, data surcharge, blocking options, taxes, surcharges, and per use charges may be applicable in addition to this monthly recurring charge.

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**SECTION 6.0 - CURRENT PRICE LIST, (CONT'D.)**

**6.1 Basic Services and Rates, (Cont'd.)**

**6.1.7 Trinsic Complete Residential (Cont'd)**

**4. Trinsic Complete 250\*\***

Trinsic Complete 250, per bundle, per month	\$68.98*(I)
Trinsic Complete 250 with International Option, per bundle, per month	\$71.98*(I)
Primary Service Connection Charge, per line	\$69.99
Secondary Service Connection Charge, per line	\$55.00

Direct dialed outbound IntraLATA toll, intrastate and interstate calls over 250 minutes and other long distance services will be charged as specified in the Company's South Carolina Tariff No. 3 and the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

\* Charges such as (but not limited to) service connection and other nonrecurring charges, operator assistance, directory assistance, directory listings, data surcharge, blocking options, taxes, surcharges, and per use charges may be applicable in addition to this monthly recurring charge.

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**SECTION 6.0 - CURRENT PRICE LIST, (CONT'D.)**

**6.1 Basic Services and Rates, (Cont'd.)**

**6.1.7 Trinsic Complete Residential (Cont'd)**

**.5 Trinsic Complete 50\*\***

Trinsic Complete 50, per bundle, per month	\$58.98*(I)
Trinsic Complete 50 with International Option, per bundle, per month	\$61.98*(I)
Primary Service Connection Charge, per line	\$69.99
Secondary Service Connection Charge, per line	\$55.00

Direct dialed outbound IntraLATA toll, intrastate and interstate calls over 50 minutes and other long distance services will be charged as specified in the Company's South Carolina Tariff No. 3 and the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

\* Charges such as (but not limited to) service connection and other nonrecurring charges, operator assistance, directory assistance, directory listings, data surcharge, blocking options, taxes, surcharges, and per use charges may be applicable in addition to this monthly recurring charge.

\*\* This service grandfathered effective February 1, 2006 and is available to existing customers only.

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**SECTION 6.0 - CURRENT PRICE LIST, (CONT'D.)**

**6.1 Basic Services and Rates, (Cont'd.)**

**6.1.8 Trinsic Local Only for Business\*\***

Trinsic Local Only for Business, per month \$65.95\*

**6.1.9 Trinsic Complete for Business**

**1. Trinsic Complete Local for Business \*\***

Trinsic Complete Local for Business, per bundle, per month: \$49.45\*  
Trinsic Complete Local for Business with International  
Option, \$55.40\*  
per bundle, per month

Direct dialed outbound intraLATA toll, intrastate and interstate calls are charged as specified in the Company's South Carolina Tariff No. 3 and the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

(T)

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

\* Charges such as (but not limited to) service connection and other nonrecurring charges, operator assistance, directory assistance, directory listings, data surcharge, blocking options, taxes, surcharges, and per use charges may be applicable in addition to this monthly recurring charge.

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**SECTION 6.0 - CURRENT PRICE LIST, (CONT'D.)**

**6.1 Basic Services and Rates, (Cont'd.)**

**6.1.9 Trinsic Complete for Business (Cont'd)**

**2. Trinsic Complete Nation for Business\*\***

Trinsic Complete Nation for Business, per bundle, per month: \$82.45\*  
Trinsic Complete Nation for Business with International  
Option, \$88.40\*  
per bundle, per month

Direct dialed outbound intraLATA toll, intrastate and interstate calls are charged as specified in the Company's South Carolina Tariff No. 3 and the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com). (T)

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

**3. Trinsic Complete Premium for Business\*\***

Trinsic Complete Premium for Business, per bundle, per month: \$98.95\*  
Trinsic Complete Premium for Business with International  
Option, \$104.90\*  
per bundle, per month

Direct dialed outbound intraLATA toll, intrastate and interstate calls are charged as specified in the Company's South Carolina Tariff No. 3 and the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com). (T)

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

\* Charges such as (but not limited to) service connection and other nonrecurring charges, operator assistance, directory assistance, directory listings, data surcharge, blocking options, taxes, surcharges, and per use charges may be applicable in addition to this monthly recurring charge.

\*\* This service grandfathered effective February 1, 2006 and is available to existing Customers only.

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**SECTION 6.0 - CURRENT PRICE LIST, (CONT'D.)**

**6.2 Miscellaneous Services and Rates**

**6.2.1 Service Order and Change Charges**

Nonrecurring charges apply to processing Service Orders for new service and for changes in service.

	Residence	Business
Service Order Charges		
Primary Service Connection Charge	#	#
Secondary Service Connection Charge	#	#
Transfer of Service Charge, Primary	\$69.99	\$49.99
Transfer of Service Charge, Secondary	\$55.00	\$49.99
Service Order Charge	N/A	\$9.99
Toll Free Directory Listing	N/A	\$10.00
Missed Appointment Charge	N/A	\$100.00
Premises Visit Charge	N/A	\$200.00
Change Order Service Charges		
Feature or Feature Pack Change Order	\$9.99	\$9.99
Toll Restriction Fee Order	\$9.99	\$9.99
Telephone Number Change Order	\$9.99	\$9.99
Long Distance Minutes Pack Change Order	\$9.99	\$9.99
Listing Change Charge	\$9.99	\$9.99
Change Charge	\$9.99	\$9.99
Record Change Charge	No charge	No charge
Miscellaneous Charges		
Duplicate Invoice	\$5.00	\$5.00
Call Detail Report	\$5.00	\$5.00

# Service Connection charges are listed with the rates for each specific service tariffed.

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**SECTION 6.0 - CURRENT PRICE LIST, (CONT'D.)**

**6.2 Miscellaneous Services and Rates, (Cont'd.)**

**6.2.2 Restoration of Service**

	Residence	Business
Per occasion, per line		\$35.00 \$49.99

**6.2.3 Temporary Suspension/Restoration of Service**

	Residence	Business
Nonrecurring charge, per line suspended		\$29.99 \$49.99
Recurring charge, per line suspended	50% of regular service rates	
Nonrecurring charge, per line restored		\$29.99 \$49.99

**6.2.4 Public Telephone Surcharge**

	Residential	Business
Rate Per Call	\$0.45	\$0.30

## SECTION 6.0 - CURRENT PRICE LIST, (CONT'D.)

### 6.2 Miscellaneous Services and Rates, (Cont'd.)

#### 6.2.5 Optional Calling Features

FEATURE	Residential Per Use	Business Per Use	Monthly Maximum
Three-Way Calling	\$0.75	\$0.75	\$6.00
Repeat Dialing, (*66) - per use	\$0.75	\$0.75	\$6.00
Call Return, (*69) - per use	\$0.75	\$0.75	\$6.00
Caller Identification Blocking, per call	No charge	No charge	N/A
Caller Identification Blocking, per line	Residential Nonrecurring	Business Nonrecurring	
First Time request	\$0.00	\$0.00	N/A
Subsequent request	\$4.00	\$4.50	N/A
	Per Month	Per Month	N/A
Call Blocking	\$3.00	\$3.00	N/A
VIP Alert	\$3.00	\$3.00	N/A

#### 6.2.6 Directory Assistance Services

	Residential	Business
<b>A. Basic Directory Assistance</b>	Per query	
Local Directory Assistance		
Direct dialed (in excess of allowance) *	\$0.99	\$0.45
Via Operator (no allowance)	\$1.50	\$1.50
<b>B. Directory Assistance Call Completion</b>		
Per completed call	\$0.30	\$0.30
<b>C. National Directory Assistance</b>		
Per call	\$1.25	\$1.25
<b>D. PVA - Directory Assistance</b>	\$0.38	\$0.38

\* No charge applies for the first three (3) requests of a listing within the local calling area for the originating line, per month, per residence main station line.

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**SECTION 6.0 - CURRENT PRICE LIST, (CONT'D.)**

**6.2 Miscellaneous Services and Rates, (Cont'd.)**

**6.2.7 Operator Services**

**Local and IntraLATA Per Call Service Charges:**

	Per call
Station-Station	
Customer Dialed Calling Card	\$0.30
Operator Assisted	\$0.70
Person-to-Person	\$1.70

**InterLATA Per Call Charges:**

	Per Call
Station-Station	
Customer Dialed Calling Card	\$0.50
Operator Assisted	\$1.25
Person-to-Person	\$2.50

**6.2.8 Busy Line Verification and Line Interrupt Service**

	Local	Toll
Busy Line Verification, per request	\$2.25	\$2.25
Emergency Interruption	\$3.00	\$3.00

---

**SECTION 6.0 - CURRENT PRICE LIST, (CONT'D.)**

**6.2 Miscellaneous Services and Rates, (Cont'd.)**

**6.2.9 Directory Listing Service**

	Per Month
Primary Listings	\$0.00
Change in Primary Listing	
Business, each	-----
Residence, each	-----
Additional Listings	
Business, each	\$1.20
Residence, each	\$2.30
Nonlisted Service	
Business, each	\$1.60
Residence, each	\$3.50
Nonpublished Service	
Business, each	\$3.00 (I)
Residence, each	\$6.50 (I)
Foreign Listing	
Business, each	\$1.20
Residence, each	\$1.20
Cross Reference Listing	
Business, each	\$1.20
Residence, each	\$1.20
Alternate Listing	
Business, each	\$1.20
Residence, each	\$1.20
Toll-Free Directory Listing	
Business, each	\$15.00
Residence, each	N/A
Straight Line Under Listings	
Business, each	\$2.00
Residence, each	n/a
Captions and Subcaptions Listings	
Business, each	\$2.00
Residence, each	n/a

For nonrecurring charges associated with a customer-initiated change in a directory listing, see Section 10.2.1 of this tariff.

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**SECTION 6.0 - CURRENT PRICE LIST, (CONT'D.)**

**6.2 Miscellaneous Services and Rates, (Cont'd.)**

**6.2.10 Carrier Presubscription**

**Nonrecurring Charges**

Per business or residence line, trunk, or port: \$5.00

**6.2.11 Toll Restriction Service**

	Residence	Business
Nonrecurring charge, per line		\$5.25
		\$10.00
Monthly, per line		\$1.10
		\$1.10

---

**SECTION 6.0 - CURRENT PRICE LIST, (CONT'D.)**

**6.2 Miscellaneous Services and Rates, (Cont'd.)**

**6.2.12 900 Service Access Restriction**

	Residence	Business
Nonrecurring charge, per line		\$0.00
		\$0.00
Monthly rate, per line		\$0.00
		\$0.00

**6.2.13 Blocking for 10XXX1+/10XXX011+**

	Residence	Business
Nonrecurring charge, per line		\$5.25
		\$10.00
Monthly, per line		\$1.10
		\$1.10

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**SECTION 7.0 – GRANDFATHERED SERVICES**

**7.1 Network Exchange Bundled Service, (Cont'd.)**

**7.1.1 Trinsic Standard Service \*\* (1)**

Package Price for Trinsic Standard Service

	Maximum
Primary Line, per month	\$120.00
Secondary Line, per month	\$100.00
Service Connection Fee, one time charge per line <sup>#</sup>	
	Primary Line
	\$140.00
Secondary Line	\$120.00

Customers may choose to handle payment through a commercial credit card arrangement. Customers will be able to access call detail and billing records on-line via the myzline.com web site.

Trinsic Standard Service includes the following:

1. A monthly allowance of 200 free minutes of interstate and intrastate toll calling. Calls are billed in sixty (60) second increments with an initial period, for billing purposes, of sixty (60) seconds. For toll calls placed away from home, see Trinsic Travel Card in Trinsic's SC Tariff No. 5. Such travel card calls are not included in the monthly toll call allowance for Trinsic Standard Service.

Toll calls within 200 minute allowance	Maximum
	Per minute rate
Direct Dial Access	\$0.00

Toll calls above 200 minute allowance	Maximum
	Per minute rate
Direct Dial Access	\$0.20

*\*\*This option grandfathered effective September 30, 2002 and is available to existing customers only.*

<sup>#</sup> Service Connection fee waived for those customers who retain their existing telephone number when switching their service to Trinsic.

(1) This service was formerly known as South Carolina Home Edition - Standard Service.

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*Material now found on this page previously found in Section 4, Original Page 8*

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**SECTION 7.0 – GRANDFATHERED SERVICES**

**7.1 Network Exchange Bundled Service, (Cont'd.)**

**7.1.1 Trinsic Standard Service, (Cont'd.) \*\***

Trinsic Standard Service includes the following: (Cont'd.)

2. Local Line and unlimited local calling.
3. Primary Line Custom Calling Features Package: Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Three-Way Calling and Speed Calling included at no charge.

Secondary Line Custom Calling Features Package: (Call Waiting, Caller ID, Three-Way Calling and Speed Calling) may be added for up to a maximum of \$17.00 per month.

4. [Reserved for Future Use]

(D)  
(D)

5. Distinctive Ring Calling Feature:

	Maximum
Monthly Recurring Charge Per Feature:	\$12.00

*\*\*This option grandfathered effective September 30, 2002 and is available to existing customers only.*

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**SECTION 7.0 – GRANDFATHERED SERVICES**

**7.2 TrinsicBUSINESS A La Carte Service\*\***

Trinsic Business A La Carte service is targeted at small business Customers and provides options based on the Customers calling patterns and estimated usage. Customers who subscribe to this service must designate Trinsic as the presubscribed carrier for local calling concurrent with enrollment for this service. TrinsicBusiness A La Carte provides Customers with the option of selecting Trinsic for toll services.

**A. Local Exchange Service**

**.1**

**Local Access Line**

Maximum

Local Business Line  
Monthly Rate

\$105.00

Service Connection Fee, one-time charge per line <sup>1</sup>  
Per Line

\$150.00

<sup>1</sup>Service Connection fee is waived for those customers who retain their existing telephone number when switching their service to Trinsic. The charge will apply if additional lines are transferred to Trinsic after the initial order.

*\*\*This service grandfathered effective May 31, 2003 and is available to existing Customers only.*

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**SECTION 7.0 – GRANDFATHERED SERVICES**

**7.2 TrinsicBUSINESS A La Carte Service, (Cont'd.)\*\***

**B. Toll Service**

**.1 Long Distance Service**

Long distance service is billed in six (6) second increments.

	Maximum
Rate Per Minute:	\$0.300

**2. Long Distance Calling Packs**

Customers may choose to purchase Long Distance Calling Packs which provide a set number of long distance calling minutes for a flat rate per month. Toll Free Service is not included in Long Distance Calling Packs. Minutes above the purchased Calling Pack are billed in six (6) second increments.

**a. Maximum**

LD Minutes				LD Minutes Pack	
				Monthly Rate	Intrastate Overage
1,000	Long	Distance	Minutes	\$200.00	\$0.300
	Pack				
5,000	Long	Distance	Minutes	\$600.00	\$0.300
	Pack				

*\*\*This service grandfathered effective May 31, 2003 and is available to existing Customers only.*

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**SECTION 7.0 – GRANDFATHERED SERVICES**

**7.2 TrinsicBUSINESS A La Carte Service, (Cont'd.)\*\***

**C. Toll Free Service**

Toll Free Service is available to Customers for incoming calls. Calls originate from any interstate or intrastate location over a toll free number and terminate to a Customer-provided business switched access line. TrinsicBusiness A La Carte Customers who migrate their long distance service to another carrier, but who retain Trinsic as the local service provider will keep Trinsic Toll Free Service until such time as that service is specifically identified as having migrated to another carrier. Call charges are billed to the Subscriber rather than to the originating caller. Rates are neither time-of-day sensitive nor mileage sensitive. Calls are billed in six (6) second increments. Rates are not mileage or time-of-day sensitive. A Monthly Recurring Charge applies in addition to usage rates.

	Maximum	
Rate per minute:		\$0.300
Monthly Recurring Charge		
Per toll free access line	\$20.00	
Toll Free Service Installation		\$60.00
Vanity Toll Free Number Search		\$30.00

*\*\*This service grandfathered effective May 31, 2003 and is available to existing Customers only.*

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**SECTION 7.0 – GRANDFATHERED SERVICES**

**7.2 TrinsicBUSINESS A La Carte Service, (Cont'd.)\*\***

**D. Business Network Rate Service**

Business Network Rate Service is available to Trinsic business Customers for outbound calling from presubscribed lines. This service allows Trinsic Business A La Carte Customers presubscribed to Trinsic for long distance service to call other Trinsic Customers without depleting the call allowance for the plan the Customer has chosen. Call may be made to other Trinsic business Customers or to Trinsic residential Customers. Calls are billed in six (6) second increments after the initial minimum period of six (6) seconds and originate and terminate on Customer-provided switched access lines. Rates are not mileage or time-of-day sensitive.

	Maximum
Rate per minute:	\$0.300

*\*\*This service grandfathered effective May 31, 2003 and is available to existing Customers only.*

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**SECTION 7.0 – GRANDFATHERED SERVICES**

**TrinsicBUSINESS A La Carte Service, (Cont'd.)\*\***

**E. Calling Features**

These features are offered subject to availability of suitable facilities. TrinsicBusiness A La Carte may include the calling features listed below:

Call Forwarding - Fixed - Call Forwarding- Fixed, when activated, redirects attempted terminating calls to another Customer-specific line. The Customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding-Fixed. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding-Fixed is billed for the forwarded leg of the call. Calls cannot be transferred to an International Direct Distance Dialing number.

Speed Calling - This feature allows a user to dial selected numbers by means of an abbreviated code. This feature is available in an 8 number capacity. The Speed Calling list can only accommodate a number consisting of 15 digits or less.

Caller ID - Allows a Customer to see a caller's telephone number previewed on a display screen before the call is answered allowing a Customer to prioritize and or screen incoming calls. Caller ID records the number, date and time of each incoming call - including calls that aren't answered by the Customer. Caller ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the Customer to provide the necessary CPE.

Call Waiting - Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. This feature permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call. Customers must actively choose this feature on a line-by-line basis. Call Waiting is not available on lines enabled for Rotary Hunting.

*\*\*This service grandfathered effective May 31, 2003 and is available to existing Customers only.*

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**SECTION 7.0 – GRANDFATHERED SERVICES**

**7.2 TrinsicBUSINESS A La Carte Service, (Cont'd.)\*\***

**E. Calling Features, (Cont'd.)**

Three Way Calling - Permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The Customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

Hunting - Routes a call to an idle station line in a prearranged group when the called station line is busy. This feature is available at no charge but must be requested by the Customer.

Distinctive Ring: Distinctive Ringing is a feature that allows Customer to have up to two separate phone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on an incoming call to allow for identification of the number being called. A distinctive call waiting tone is also provided for each telephone number, where facilities permit and Customers subscribe to Call Waiting. Distinctive Ring is offered subject to availability of suitable facilities.

a. Maximum Rates

.1	Monthly Rates, per Feature:	\$15.00
.2	Monthly Rate, Feature Pack, (3 or more features):	\$30.00

*\*\*This service grandfathered effective May 31, 2003 and is available to existing Customers only.*

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**SECTION 7.0 – GRANDFATHERED SERVICES**

**7.2 TrinsicBUSINESS A La Carte Service, (Cont'd.)\*\***

**F. Guarantee Incentive Program**

If a Customer is not satisfied with the Trinsic Business A La Carte Service, for any reason, during the first ninety (90) days of service, Trinsic will switch the Customer back to the Customer's previous local exchange provider at no charge. The Customer will not be required to pay any installation charges incurred when switching back to their previous local service provider. This offer only applies to installation charges on existing business lines migrated back to the local service provided subscribed to before switching to Trinsic. This offer does not extend to any new service lines established with Trinsic that are switched back to the previous provider. Customers requesting a switch to the previous provider must have a zero billed balance with Trinsic. Customers will be required to complete and sign a form requesting this offer. This form may be obtained by calling Trinsic's toll free customer service telephone number.

*\*\*This service grandfathered effective May 31, 2003 and is available to existing Customers only.*



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**SECTION 7.0 – GRANDFATHERED SERVICES**

**7.2 TrinsicBUSINESS A La Carte Service, (Cont'd.)\*\***

**G. Remote Call Forwarding (RCF) Service**

Remote Call Forwarding allows all calls dialed to a telephone number equipped for RCF to be automatically forwarded to another dialable exchange or 800 service telephone number. The calling party pays only the applicable charges to call the number equipped with an RCF feature, while the RCF customer pays the applicable charges for the forwarded portion of the call. RCF Service is offered subject to availability of suitable facilities.

**.1 Usage Charges**

Minutes of use are decremented from the available minutes in the presubscribed service purchased by the Customer. Minutes used in excess of the allotted minutes will be billed at the rate in effect for the presubscribed service. (See Section 4.6 of this tariff).

**.2 Monthly Recurring Charge**

Per line:	Maximum \$30.00
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*\*\*This service grandfathered effective May 31, 2003 and is available to existing Customers only.*

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**SECTION 7.0 – GRANDFATHERED SERVICES**

**7.3 Trinsic Complete Local\*\***

Trinsic Complete Local provides only residential Local Exchange Service, which includes unlimited local calling at no additional charge. Long Distance calling is not included in this offering. The Customer may presubscribe to the long distance provider of their choice.

**Rates and Charges**

	Maximum
Per line, per month	\$89.98
Primary Service Connection Charge, per line	\$139.98
Secondary Service Connection Charge, per line	\$110.00

\*\* This service grandfathered effective February 1, 2006 and is available to existing Customers only.

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**SECTION 7.0 – GRANDFATHERED SERVICES**

**7.4 Trinsic Complete Residential**

**7.4.1 Trinsic Complete Plus\*\***

**A. Description**

Trinsic Complete Plus is available to customers whose primary Local Exchange Service line is provided under any Trinsic Complete bundled offerings. Customers may subscribe to up to two additional lines under this offering.

Should a customer discontinue primary Local Exchange Service, the remaining Second Line will automatically convert to a primary line with all features and functionality of such, and at the rate formerly in effect for the primary line.

Trinsic Complete Plus includes the following:

1. Local Exchange Service with unlimited local calling;
2. Presubscription to Trinsic's IntraLATA, intrastate and interstate long distance services.
3. Discounted international calling with International Option

**B. Rates and Charges**

	Maximum
Trinsic Complete Plus, per month	\$59.98*
Trinsic Complete Plus with International Option, per month	\$65.98*
Primary Service Connection Charge, per line	\$139.98
Secondary Service Connection Charge, per line	\$110.00

Direct dialed outbound intraLATA toll, intrastate and interstate calls are charged as specified in the Company's South Carolina Tariff No. 3 and the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

(T)

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

\* Charges such as (but not limited to) service connection and other nonrecurring charges, operator assistance, directory assistance, directory listings, data surcharge, blocking options, taxes, surcharges, and per use charges may be applicable in addition to this monthly recurring charge.

\*\* This service grandfathered effective February 1, 2006 and is available to existing Customers only.

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**SECTION 7.0 – GRANDFATHERED SERVICES**

**7.4 Trinsic Complete Residential (Cont'd)**

**7.4.2 Trinsic Complete Nation \*\***

**A. Description**

Trinsic Complete Nation includes the following:

1. Local Exchange Service with unlimited local calling;
2. Custom Calling Features: Caller ID with Name and Number, Call Waiting with Caller ID, Three-Way Calling, and Speed Dial 8;
3. Voice Mail<sup>1</sup>;
4. Unlimited direct dial outbound minutes for IntraLATA toll, intrastate and interstate long distance calling.
5. Unlimited direct dial outbound calls to Canada and discounted international calling with International Option.

**B. Rates and Charges**

	Maximum
Trinsic Complete Nation, Per bundle, per month	\$129.98*
Trinsic Complete Nation with International Option, per bundle, per month	\$135.98*
Primary Service Connection Charge, per line	\$139.98
Secondary Service Connection Charge, per line	\$110.00

Unlimited direct dialed outbound intraLATA toll, intrastate and interstate calls, including calls to Canada for the International Option, as specified in the Company's South Carolina Tariff No. 3 and the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

(T)

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

\* Charges such as (but not limited to) service connection and other nonrecurring charges, operator assistance, directory assistance, directory listings, data surcharge, blocking options, taxes, surcharges, and per use charges may be applicable in addition to this monthly recurring charge.

<sup>1</sup> Voice mail is not regulated by the Commission.

\*\* This service grandfathered effective February 1, 2006 and is available to existing customers only.

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**SECTION 7.0 – GRANDFATHERED SERVICES**

**7.4 Trinsic Complete Residential (Cont'd)**

**7.4.3 Trinsic Complete Nation II\*\***

**A. Description**

Trinsic Complete Nation II includes the following:

1. Local Exchange Service with unlimited local calling;
2. Custom Calling Features: Caller ID with Name and Number, Call Waiting with Caller ID, Three-Way Calling, and Speed Dial 8;
3. Voice Mail<sup>1</sup>;
4. Unlimited direct dial outbound minutes for IntraLATA toll, intrastate and interstate long distance calling.
5. Unlimited direct dial outbound calls to Canada and discounted international calling with International Option.

**B. Rates and Charges**

Trinsic Complete Nation II, per bundle, per month	Maximum \$119.98*
Trinsic Complete Nation II with International Option, per bundle, per month	\$125.98*
Primary Service Connection Charge, per line	\$139.98
Secondary Service Connection Charge, per line	\$110.00

Unlimited direct dialed outbound intraLATA toll, intrastate and interstate calls, including calls to Canada for the International Option, as specified in the Company's South Carolina Tariff No. 3 and the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

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International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

\* Charges such as (but not limited to) service connection and other nonrecurring charges, operator assistance, directory assistance, directory listings, data surcharge, blocking options, taxes, surcharges, and per use charges may be applicable in addition to this monthly recurring charge.

\*\* This service grandfathered effective February 1, 2006 and is available to existing customers only.

<sup>1</sup> Voice Mail is not regulated by the Commission.

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**SECTION 7.0 – GRANDFATHERED SERVICES**

**7.4 Trinsic Complete Residential (Cont'd)**

**7.4.4 Trinsic Complete 250\*\***

**A. Description**

Trinsic Complete 250 includes the following:

1. Local Exchange Service with unlimited local calling;
2. Custom Calling Features: Caller ID with Name and Number, Call Waiting with Caller ID, Three-Way Calling and Speed Dial 8;
3. 250 direct dial outbound minutes for IntraLATA toll, intrastate and interstate long distance calling.
4. Discounted international calling with International Option.

**B. Rates and Charges**

	Maximum
Trinsic Complete 250, per bundle, per month	\$109.98*
Trinsic Complete 250 with International Option, per bundle, per month	\$115.98*
Primary Service Connection Charge, per line	\$139.98
Secondary Service Connection Charge, per line	\$110.00

Direct dialed outbound IntraLATA toll, intrastate and interstate calls over 250 minutes and other long distance services will be charged as specified in the Company's South Carolina Tariff No. 3 and the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

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International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

\* Charges such as (but not limited to) service connection and other nonrecurring charges, operator assistance, directory assistance, directory listings, data surcharge, blocking options, taxes, surcharges, and per use charges may be applicable in addition to this monthly recurring charge.

\*\* This service grandfathered effective February 1, 2006 and is available to existing customers only.

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**SECTION 7.0 – GRANDFATHERED SERVICES**

**7.4 Trinsic Complete Residential (Cont'd)**

**7.4.5 Trinsic Complete 50\*\***

**A. Description**

Trinsic Complete 50 includes the following:

1. Local Exchange Service with unlimited local calling;
2. Custom Calling Features: Caller ID with Name and Number, Call Waiting with Caller ID, Three-Way Calling, and Speed Dial 8;
3. 50 direct dial outbound minutes for IntraLATA toll, intrastate and interstate long distance calling.
4. Discounted international calling with International Option.

**B. Rates and Charges**

Trinsic Complete 50, per bundle, per month	Maximum \$99.98*
Trinsic Complete 50 with International Option, per bundle, per month	\$105.98*
Primary Service Connection Charge, per line	\$139.98
Secondary Service Connection Charge, per line	\$110.00

Direct dialed outbound IntraLATA toll, intrastate and interstate calls over 50 minutes and other long distance services will be charged as specified in the Company's South Carolina Tariff No. 3 and the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

(T)

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

\* Charges such as (but not limited to) service connection and other nonrecurring charges, operator assistance, directory assistance, directory listings, data surcharge, blocking options, taxes, surcharges, and per use charges may be applicable in addition to this monthly recurring charge.

\*\* This service grandfathered effective February 1, 2006 and is available to existing customers only.

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**SECTION 7.0 – GRANDFATHERED SERVICES**

**7.5 Trinsic Complete for Business\*\***

Trinsic Complete for Business includes unlimited business Local Exchange Service access lines, the Company's long distance (IntraLATA, Intrastate and Interstate) service, Touch Tone Calling Service, and certain custom calling features. Voice mail is included in certain bundled services and is available for an additional charge with other services.

The optional calling features included in Trinsic Complete for Business are described in Section 5 of this tariff. Additional features as described in Section 5 of this tariff may be subscribed to separately.

Customers who are subscribed to two or more Trinsic Complete for Business Bundles will receive a 20% discount on their Monthly Recurring Charge (MRC) for their second and each additional bundle.

\* Charges such as (but not limited to) service connection and other nonrecurring charges, operator assistance, directory assistance, directory listings, data surcharge, blocking options, taxes, surcharges, and per use charges may be applicable in addition to this monthly recurring charge.

\*\* This service grandfathered effective February 1, 2006 and is available to existing Customers only.



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**SECTION 7.0 – GRANDFATHERED SERVICES**

**7.5 Trinsic Complete for Business\*\* (Cont'd)**

The Customer's phone line may not be classified as a "residential", "public" or "semi-public" line and may not be in housing associated with educational institutions. Service provided under Trinsic Complete for Business bundled services does not include usage from multi-party conference calls, pay for use services including calls to 900, 976, 555, 700 NPAs, calls to Directory Assistance, Travel Card service, Toll Free service or operator service. The Customer may not use this service for connection to the internet or other data service, mass broadcast of facsimile transmissions, Call Forwarding for toll use, international call-back offerings using uncompleted call signaling to any country, when that country has prohibited such an offering by statute or regulatory decision, or for any other use that does not involve a person-to-person conversation or voice message. Trinsic will prorate all charges and associated usage in the initial month and last month of service based on a 30-day month. Unlimited Local and Toll Usage applies per telephone line.

The following bundled services are for use by business Customers. If it is determined that usage is not consistent with business voice applications, the Customer's service may be assessed a \$100.00 monthly recurring data charge or Trinsic may terminate the Customer's service.

**7.5.1 Trinsic Local Only for Business\*\***

Trinsic Local Only for Business includes business Local Exchange Service with unlimited local calling. Long Distance calling is not included with this offering. The Customer may presubscribe to the long distance provider of their choice

\*\* This service grandfathered effective February 1, 2006 and is available to existing Customers only.

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**SECTION 7.0 – GRANDFATHERED SERVICES**

**7.5 Trinsic Complete for Business (Cont'd)**

**7.5.2 Trinsic Complete Local for Business \*\***

Trinsic Complete Local for Business includes the following:

1. Local Exchange Service with unlimited local calling;
2. Custom Calling Features: Call Forwarding-Variable and Line Hunting;
3. Discounted Long Distance calling.
4. Discounted international calling with International Option.

\*\* This service grandfathered effective February 1, 2006 and is available to existing Customers only.

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**SECTION 7.0 – GRANDFATHERED SERVICES**

**7.5 Trinsic Complete for Business (Cont'd)**

**7.5.3 Trinsic Complete Nation for Business\*\***

Trinsic Complete Nation for Business includes the following:

1. Local Exchange Service with unlimited local calling;
2. Custom Calling Features: Call Forwarding-Variable and Line Hunting;
3. Unlimited direct dial outbound IntraLATA toll, intrastate and interstate long distance calling.
4. Discounted international calling with International Option

\*\* This service grandfathered effective February 1, 2006 and is available to existing Customers only.

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**SECTION 7.0 – GRANDFATHERED SERVICES**

**7.5 Trinsic Complete for Business (Cont'd)**

**7.5.4 Trinsic Complete Premium for Business\*\***

Trinsic Complete Premium for Business includes the following:

1. Local Exchange Service with unlimited local calling;
2. Custom Calling Features: Call Forwarding-Variable, Line Hunting, Caller ID with Name and Number, Call Waiting with Caller ID, Three-Way Calling; and Speed Dial 8;
3. Unlimited IntraLATA toll, intrastate and interstate long distance calling.
4. Voice Mail<sup>1</sup>.
5. Discounted international calling with International Option.

\*\* This service grandfathered effective February 1, 2006 and is available to existing Customers only.

<sup>1</sup> Voice Mail is not regulated by the Commission.